



CPS Third-Party Warranty Implementation Policy

Chint Power Systems America Co. (CPS) may be a reseller of Third-Party products. In such case, for such products, the warranty of the original equipment manufacturer shall be in effect according to the terms of the manufacturer.

This Third-Party Warranty Implementation Policy is provided at the sole discretion of CPS. It is intended to help CPS customers understand the role of CPS.

CPS intends to provide value to customers by reselling products. The targeted benefits include:

- Convenience of a consolidated commercial focal point
- Efficiency of numerous products and line items on one Purchase Order and transaction
- Efficiency of one collections and payments process
- Value-add applications engineering optimization discussions and solutions
- Logistics coordination and freight cost savings by aggregating products in one shipment
- Lower risk of errors by consolidating freight
- Wider scope of project management, execution and trouble-shooting
- Easy, 'one company to call' for technical support and service action disposition

Therefore, for Third-Party products, through the life of the installation, and if CPS sells and fulfills such product, CPS is available to assist with service disposition of such products. The service process includes the following;

- The first level technical support call may be to CPS
- The first call can be either to the CPS Service Hotline or known CPS Technical Support contact
- CPS shall identify the best resource within CPS
- The CPS resource shall assist, discuss and provide technical support to the limitations of CPS
- CPS will disposition each topic and either resolve the topic or connect the original manufacturer
- CPS will make best efforts to assist and secure the appropriate expert manufacturer resource
- CPS will be available for follow-up and assistance until the issue is resolved

If there are any questions during the implementation process, call the CPS Hotline 1-855-584-7168

Select caller options; service or applications engineering

CPS will support its customers and assist in the service process. Since the warranty of Third-Party products is the responsibility of the original manufacturer, CPS will play a supporting role, but ultimately the execution of the warranty is the responsibility of the buyer directly with the manufacturer and the final disposition of claims are subject to and controlled the manufacturer's warranty terms. This document does not create or confer any additional rights, remedies, or obligations.

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