

DMX Power || Limited Warranty Policy

This Limited Warranty Policy provided by DMX Power LLC ("DMX Power") applies to eligible DMX Power inverter products ("products") purchased from DMX Power, an authorized DMX Power distributor, an authorized DMX Power dealer, or an authorized Original Equipment Manufacturer (collectively, "authorized channel partner").

This warranty is provided to the original purchaser ("purchaser"). For purposes of this warranty, "purchaser" means (a) the person or entity that first purchases a product, or (b) the end user to whom a product is first sold or delivered for use. This warranty applies only to products used, installed, operated, and maintained in accordance with applicable DMX Power documentation, product manuals, and governing electrical and safety codes, standards, and regulations.

DMX Power manufactures professional-grade power inverters designed for applications in recreational vehicle, marine, fleet, renewable energy, and off-grid systems. This Limited Warranty reflects our commitment to quality, reliability, and customer satisfaction.

1. Product Identification

This Limited Warranty applies to the following DMX Power products:

- **Dimensions Series** Inverters and Inverter Chargers.
- **Magnum Series** Inverters and Inverter Chargers
- **CSW Series** Inverters
- **Other DMX Power accessories**, including remotes, cables, fuse holders, and similar products

2. Warranty Coverage

Subject to the terms and conditions in this document, DMX Power warrants to the purchaser that covered products will be free from defects in materials and workmanship during the applicable warranty period. Upon verification of a covered defect by DMX Power or an authorized service provider, DMX Power may, at its discretion, repair the product, replace the product with a new, refurbished, or equivalent product, provide a functionally equivalent substitute, or provide another remedy permitted by applicable law.

3. Warranty Period

Unless a different period is stated in the applicable product documentation, purchase agreement, or written DMX Power warranty schedule, DMX Power inverter products are warranted from the original date of purchase by the purchaser. Proof of purchase is required for all warranty claims. Repaired or replaced products are covered for the remainder of the original warranty period or ninety (90) days from the date of return shipment, whichever is longer.

- a. All Dimensions Series Inverters and Inverter Chargers are warranted for five (5) years from the date of purchase or sixty-six (66) months from the date of manufacturing, whichever occurs first, except that three-phase units are warranted for one (1) year from the date of purchase or eighteen (18) months from the date of manufacturing, whichever occurs first.
- b. All Magnum Series Inverters and Inverter Chargers are warranted for three (3) years from the date of purchase or forty-two (42) months from the date of manufacturing, whichever occurs first.
- c. All CSW Series Inverters are warranted for one (1) year from the date of purchase or eighteen (18) months from the date of manufacturing, whichever occurs first.
- d. All other DMX accessories, including remotes, cables, fuse holders, and similar products, are warranted for one (1) year from the date of purchase or eighteen (18) months from the date of manufacturing, whichever occurs first.

4. Authorized Purchases and Transferability

Warranty coverage applies only to products purchased through authorized channels. Products purchased from unauthorized sellers, unauthorized resellers, or unauthorized online marketplace sellers are not eligible for warranty coverage. This Warranty is non-transferable and extends only to the purchaser.

5. What DMX Power Will Do

For valid warranty claims, DMX Power may use new, refurbished, reconditioned, or improved-design parts or products when performing warranty repairs or replacements. All replaced products and all parts removed from repaired products

become the property of DMX Power. Warranty service does not extend or restart the original warranty period except as expressly stated in this policy.

6. What This Warranty Does Not Cover

- a. Damage caused by misuse, abuse, neglect, abnormal use, improper application, or use contrary to product instructions.
- b. Improper installation, inadequate wiring, inadequate connection, reverse polarity, over-voltage, under-voltage, insufficient terminal tightening, or use with incompatible equipment.
- c. Unauthorized repair, disassembly, modification, alteration, or service by anyone other than DMX Power or an authorized service provider.
- d. Mechanical shock, deformation, accident, liquid exposure, condensation, corrosion, oxidation, dust, corrosive vapor, excessive humidity, excessive temperature, biological infestation, lightning, surge events, fire, flood, or other external causes.
- e. Normal wear and tear, cosmetic damage, consumable items, accessories, or products with altered, removed, or unreadable serial numbers or identification labels.

7. Purchaser Responsibilities

The purchaser is responsible for selecting the proper product for the application, ensuring installation by qualified personnel where required, following all installation and operating instructions, maintaining the product within specified environmental limits, and retaining dated proof of purchase, model number, serial number, installation information, and troubleshooting records.

8. Obtaining Warranty Service

- a. Before requesting warranty service, review the applicable product manual, error indicators, installation conditions, and troubleshooting guidance. Contact DMX Technical Support team for assistance at 1-800-553-6418.

- b. Go to DMX-Power.com and click on warranty and fill out the corresponding form and submit via email to support@dmx-Power.com.
- c. Provide dated proof of purchase, product model, serial number, installation date, application details, fault description, photos if requested, and any diagnostic information requested by DMX Power.
- d. Do not return any product until DMX Power or an authorized service provider issues return authorization or written service instructions.
- e. Products returned without authorization may be refused, delayed, or returned at the purchaser's expense.

9. Shipping, Labor, and Installation Costs

Unless otherwise required by law or expressly approved in writing by DMX Power, this warranty does not cover de-installation, removal, reinstallation, travel time, field labor, expedited shipping, insurance, customs duties, taxes, storage, downtime, or other incidental expenses. The purchaser is responsible for proper packaging and for shipment to the designated service location unless DMX Power provides alternate written instructions.

10. Limitations of Liability

To the maximum extent permitted by applicable law, DMX Power's obligations under this policy are limited to the remedies stated above. DMX Power's total liability for any and all claims arising under this policy shall not exceed the original purchase price paid for the product from which the claim arises. DMX Power is not liable for indirect, incidental, consequential, special, punitive, contingent, or exemplary damages, including loss of use, loss of revenue, lost profits, downtime, substitute equipment, damage to other property, or business interruption, even if DMX Power has been advised of the possibility of such damages.

11. Implied Warranties and Statutory Rights

Any implied warranties, including implied warranties of merchantability and fitness for a particular purpose, are limited to the duration of the applicable express warranty to the extent permitted by law.

12. Life-Support and Critical Applications

DMX Power inverter products are not intended or warranted for use in life-support systems or applications where product failure could reasonably be expected to cause personal injury, loss of life, or severe property damage. The Purchaser assumes all risk and liability for any unauthorized use in such applications.

13. Policy Updates

DMX Power may update this Limited Warranty Policy from time to time. The warranty terms in effect at the time of original purchase apply unless a later written warranty is expressly provided by DMX Power or required by applicable law.

14. Governing Law and Dispute Resolution

This policy and all related claims shall be governed by the laws of the State of Minnesota, without regard to conflict of laws principles. Any dispute arising under or relating to this policy that is not resolved through good-faith negotiation within thirty (30) days of written notice shall be resolved by binding arbitration under the American Arbitration Association's Commercial Arbitration Rules then in effect.

15. Severability

If any provision of this policy is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.