

## **LORENZ BELL CONNECTED EQUIPMENT PROTECTION WARRANTY**

Lorenz Bell assures to the original consumer or any other final user of any Lorenz Bell Surge Defender (surge suppression device) that during the product lifetime it will be free from defects of conception, assembly, material and labor and that Lorenz Bell will repair or replace, according to its decision, the defective Surge Defender (surge suppression device), free of charge.

Lorenz Bell takes the compromise of repairing or replacing, according to its decision, any connected equipment that is damaged in result of a power peak/overcharge or a lightning ("Occurrence"), as long as it has been duly connected through a Lorenz Bell Surge Defender (surge suppression device) and a duly installed electrical connection with earth protection ("Lorenz Bell Connected Equipment Protection Warranty"). For models LB9801, LB9802 and LB9803, equipped with RJ11 ports, the phone line must also be duly connected and installed.

This warranty from Lorenz Bell is valid only in the countries where the product Lorenz Bell Surge Defender (surge suppression device) is sold. This warranty is restricted to the limitations and exclusions hereon shown. These warranties do not affect the legal rights of the consumer according to the acting national law dispositions or the consumer rights arising from the purchase/sale agreement signed with the reseller.

To repair or replace the damaged connected equipment, Lorenz Bell will cover, according to its decision, a value which is equal to the damaged connected equipment fair market price or its initial acquisition price, respectively the lowest price until the maximum value hereafter indicated:

Model LB9801 – up to a maximum of € 25.000

Model LB9802 – up to a maximum of € 10.000

Model LB9803 – up to a maximum of € 40.000

By fair market price it is understood the current market reselling price of the model or another with equal or identical features according to what has been determined by the time that Lorenz Bell accepts or approves any claim.

Lorenz Bell holds the right to evaluate the damaged Surge Defender (surge suppression device), the damaged equipment and the place where the damage occurred. Charges resulting from the sending to Lorenz Bell of the damaged Surge Defender (surge suppression device) and equipment for inspection will be initially supported by the buyer presenting the claim. Lorenz Bell holds the right to negotiate the cost of repair. If Lorenz Bell determines, according to its judgment, that it is not practical to send the damaged equipment to Lorenz Bell, it can, in accordance to its judgment, indicate a place for the equipment repair where an inspection will take place and an equipment repair cost will be evaluated. If existing, the costs related to the sending of equipment to said repair place and repair budget will initially be supported by the buyer. Damaged equipment must be available for inspection until the claim is solved. Whenever claims are solved, Lorenz Bell holds the right to be subrogated, if existing, to the coverage of eventual insurance policies.

All the warranties shown on present document will be null or subject to cancellation if the Lorenz Bell Surge Defender (surge suppression device) has by any means been unduly installed, changed or adulterated in any way or if the equipment connected to it is not

being used in the normal functioning conditions or in conformity with any instructions or labels. Every Lorenz Bell Surge Defender (surge suppression device) must be connected directly to the power source and must not be connected in series with other UPS devices (guaranteed energy system), overcharge protection devices or electrical extensions. Any such type of installations cancels the warranties shown on this document.

The Connected Equipment Protection Warranty does not cover natural disasters (with the exception of lightening) as well as floods, earthquakes, war situations, vandalism, robbery, normal use wear out, erosion, abusive use, unauthorized programming, change or alteration of the equipment, damages or deficient electricity supply resulting from low voltage disturbances (i.e. voltage reduction or voltage failures).

This warranty does not cover the products connected to the Lorenz Bell Surge Defender (surge suppression device) that are not marked with the CE mark and do not comply with the technical directives of the CE mark

This warranty is the only warranty by Lorenz Bell and there are no other warranties, expressed or implied, including, except for consumers, the implied warranty of exploitability or fitness for a specific purpose.

Lorenz Bell will not at any time be held responsible for direct or indirect losses, profit loss, services loss, software or data loss related to any kind of computing support apart from the hardware and eventual damage caused to property in result of the sell and use of any Lorenz Bell Surge Defender (surge suppression device).

This warranty only covers the original consumer or other final user of the equipment thus not granting any rights to third parties. The original consumer or final user must keep the original receipt otherwise the warranty to allow the repair or replacement of the Lorenz Bell Surge Defender (surge suppression device) and the Lorenz Bell Connected Equipment Protection Warranty are null.

All claims related to occurred damages under the Lorenz Bell Connected Equipment Protection Warranty must be presented within 15 days after the occurrence and must be accompanied by a receipt of the damaged equipment otherwise the Lorenz Bell Connected Equipment Protection Warranty is null.

To present a claim under the Lorenz Bell Connected Equipment Protection Warranty, the following steps are to be followed:

1. Presentation of the original receipt showing the acquisition date.
2. Contact the Lorenz Bell customer support center through tel. nbr. 00351 214342000 or email [info@lorenzbell.com](mailto:info@lorenzbell.com) within 15 days after the Occurrence took place (in the case of non compliance with this deadline, the Lorenz Bell Connected Equipment Protection Warranty will be considered null).
3. Please be prepared to indicate the following data:
  - a. EAN number or model of the Lorenz Bell Surge Defender (surge suppression device).
  - b. Equipment connected to the Lorenz Bell Surge Defender (surge suppression device) at the time of the Occurrence.
  - c. Equipment damaged during the Occurrence and the extension of the damage.

- d. Date of the Occurrence.
- e. Name of place of acquisition of the Lorenz Bell Surge Defender (surge suppression device).
- f. Date of the Lorenz Bell Surge Defender (surge suppression device) acquisition.

The representative at the support center will give you instructions on where to send your equipment, receipt and the Lorenz Bell Surge Defender (surge suppression device) used during the Occurrence, and how to present your claim.

Lorenz Bell Lda  
Rua Mário Castelhana, nº 42 - Lux Park, E5 – Queluz de Baixo  
2730-120 Barcarena  
Portugal  
Tel.: +351 214 342 000  
Fax: +351 214 342 009  
e-mail: [info@lorenzbell.com](mailto:info@lorenzbell.com)  
[www.lorenzbell.com](http://www.lorenzbell.com)