



## Warranty & Safety Information (June 2022 Version 1B)

AE Connect warrants that the hardware portion of the products from AE Connect described in this warranty ("Hardware") will be free from material defects in materials under normal use and workmanship during the Warranty Period as mentioned below ("Warranty Period"), except as otherwise stated here. This Warranty is applicable only for products sold by AE Connect. As Warranty Period varies with time, please refer to the Product Catalogue or Official Website of AE Connect for actual Warranty: [www.aeconnect.co.in](http://www.aeconnect.co.in)

Category	Sub-category	Products	Warranty Terms
Active PoE Switches & Injectors	Managed & Unmanaged	All Products	Three Years
		<b>AEIN-PS1010PRO</b>	Three + Two = Five Years (on registration)
PoE Extender	PoE Extender		One Year
SFP Module	Fiber Active		Three Years
Media Converters	Fiber Active		Three Years
Patch Panel, IO, Faceplates	Passive	Copper	Two Years
Patch Cords, Pigtail	Copper & Fiber		Limited Lifetime Warranty
Industrial Grade PoE Switches	Managed & Unmanaged	All Products	Five Years
External Power supply			One Year
Fiber Switch	Gigabit SFP Switch		One Year
Cat6 Cable	Copper	All Products	Will be given replacement due to any manufacturing defect
Fiber Cable	Fiber		Will be given replacement due to any manufacturing defect

### Active Products Warranty:

Sole responsibility of AE Connect shall be to replace or repair the defective Hardware (or any part thereof) at no additional charge to the owner. Such replacement or repair will only be performed at the service centre of AE Connect. The replacement product need not be new or of an identical model or part; AE Connect can replace the defective Hardware with any reconditioned product that is superior or equivalent in all materials with respect to defective Hardware. After any repaired or replaced Hardware is delivered, the warranty period shall extend for an additional ninety (90) days. If AE Connect determines in its discretion that it is not practically possible to replace or repair the defective Hardware or if a material defect is incapable of correction, upon return of defective Hardware to AE Connect the price paid by the original purchaser will be refunded. Upon replacement or refund, all Hardware shall become the property of AE Connect.

### What Is Not Covered?

The Warranty provided herein by AE Connect does not cover products that AE Connect's judgment, has been subjected to alteration, modification, abuse, accident, tampering, negligence, misuse, faulty

installation, corruptions on PCB, lack of reasonable care, salty environment, dew moisture or due to high humidity, repair or service in any form that is not contemplated in the documentation for the product, or if the serial or model number has been altered, tampered with, removed or defaced; Initial installation, installation and removal of the product for repair, and shipping costs operational adjustments covered in the operation manual for the product, and normal maintenance; Damage occurs while shipping, due to Act of God, PCB Burnt Case or Failures due to power surge, lightening effect and cosmetic damage; Any software, hardware, firmware or other services or products provided by anyone other than AE Connect. While necessary repairs or maintenance on products can be performed by any company, we recommend that you use only the service centre of AE Connect. Incorrectly performed or improper maintenance or repair voids this Warranty.

AE Connect has the right to change the Warranty as and when required. The said Warranty at present applies only to the above referred selected products for a limited duration.

**Governing Law:** These Warranty terms shall be governed by Indian laws.

### **Limited Software Warranty:**

AE Connect warrants that If properly installed and operated on approved hardware, the software portion of the product (Software) will conform to its then-current functional specifications from the date of original delivery for a period of ninety (90) days. The sole responsibility of AE Connect shall be to replace the non-conforming Software. Only the original licensee can get the benefit of software replacement and is subject to the terms and conditions of the license granted by AE Connect. After any replacement Software is delivered, the warranty period shall extend for an additional ninety (90) days. If AE Connect determines in its sole discretion that it is not practical to replace the non-conforming software or if a material non-conformance is incapable of correction, the price paid by the original licensee will be refunded, provided that the non-conforming Software (and all copies thereof) is first returned to AE Connect. After the refund is given, the license of the Software will automatically get terminated.

### **Safety Instructions:**

The following guidelines will help you to ensure your personal safety and protect your systems from potential damage. Acts have taken, that is Release date **June 2022 Version 1B** Warranty and Safety Information, inconsistent with the ordinary use of products, including improper testing etc., and those are not expressly approved by AE Connect may void your product warranty. Unless expressly approved by an authorized representative of AE Connect in writing, you may not or may not permit others to: Reverse engineer or disassemble the device or attempt to derive source code (structure, underlying ideas, or algorithms) from the device or from any other information provided by AE Connect, except to the extent that this restriction is expressly prohibited by local law; modify or alter the device, remove from the device any product identification or other notices, including patent markings and copyright notices, if any.

**Observe the following precautions to reduce the risk of bodily injury, fire, electrical shock and damage to the device and other equipment:**

### **Power Sources:**

Always observe and follow service markings. Unless consistent with the authorized operation of the device, never push any object into the openings of your device. By shorting out interior components, it may cause a fire or an electrical shock. Ensure that the powering of the device must adhere to the indicated power specifications. Overloading wall outlets and/or extension cords will increase the risk of electrical shock or fire. Never put anything on the device or power cord (unless the device is expressly approved or made suitable for stacking). Route cables so that they cannot be tripped over or stepped on; always position power cables and system cables carefully. Never rest anything on cables.

Operate the device only from the external source indicated on the electrical ratings label. Make sure the voltage selection switch (If provided) on the power supply is set to match the power available at your location, to avoid damaging your device.

Ensure that attached devices are electrically rated to operate with power availability at your location. We recommend using only approved power cable(s) for your devices. If not available, purchase an approved power cable in your country which is suitable for your device or for any AC-powered option. Generally, the power cable must be rated for the device and for the current and voltage marked on the electrical ratings label of the device. It is necessary that the voltage and current rating of the cable should be greater than the ratings marked on the device. Plug the device and peripheral power cables into the properly grounded electrical outlet, to prevent an electrical shock. To ensure proper grounding, these cables are equipped with three-prong plugs. Do not remove the grounding prong from a cable or use adapter plugs. Use a 3-wire cable with properly grounded plugs, if you must use an extension cable. Observation of power strip ratings and extension cable is important. Make sure that the total ampere rating of all products plugged into the extension cable or power strip does not exceed 80 percent of the ampere rating limit for the extension cable or power strip. Always use a surge suppressor, line conditioner or uninterruptible power supply (UPS) to protect your device from sudden, transient increases and decreases in electrical power.

Consult your power company or a licensed electrician for site modifications. Never modify power cables or plugs. It is highly recommended to always follow your local/national wiring rules. If offered with your device, while connecting or disconnecting power to hot-pluggable power supplies, observe the following guidelines:

- Before connecting the power cable to the power supply, install the power supply
- Before removing the power supply, unplug the power cable
- Disconnect power from the device by unplugging all power cables from the power supplies, if the system has multiple sources of power

### **Servicing/Disassembling:**

Removing or opening the covers marked with a triangular symbol may cause electrical shock. Never service any product except as expressly set forth in your system documentation. Servicing of components inside these compartments must be performed only by trained technicians. Never disassemble the devices to reduce the risk of electrical shock. There is no reason to access the interior as none of its internal parts are user-replaceable. Never operate the device in a wet environment and do not spill food or liquids on your system components. Contact your trained service provider or see the appropriate section in your troubleshooting guide after your device gets wet. Use the device only with approved equipment and move products with care.

### **Environment:**

Keep your devices away from water (e.g. away from the bathtub, sink, laundry tub, fish tank, wet basement or swimming pool). Do not use devices near radiators and heat sources and never block the cooling vents. Ensure the device must not be subjected to water or condensation.

### **Cleaning:**

Before cleaning, make sure the device is unplugged from the power source. Never use liquid or aerosol cleaners of any kind to perform the cleaning process. The only use of compressed air is recommended to clean the electronic devices. Make sure the cleaning cloth is perfectly dry.

### **Protecting Against Electrostatic Discharge:**

Inside your system, static electricity can harm delicate components. Discharge static electricity from your body before you touch any of the electronic components such as the microprocessor to prevent

static damage. Periodically touching an unpainted metal surface on the chassis can overcome this issue. Follow the guidelines discussed below to prevent damage from electrostatic discharge (ESD):

- Do not remove the component from the antistatic packing material until you are ready to install the component in your system while unpacking a static-sensitive component from its shipping carton
- Make sure to discharge the static electricity from your body just before unwrapping the antistatic packaging
- Place the sensitive component in an antistatic packaging or container during transportation
- Handle sensitive components in a static-safe area
- Use antistatic floor pads, antistatic grounding strap and workbench pads, if possible.

## **Warranty Replacement Policy Guidelines:**

The Faulty Products must be returned to AE Connect with all the accompanying invoices, accessories and manuals. Including the original carton, there should be no external damage on the packaging. AE Connect shall have the sole right to make a decision with respect to the condition of Replaceable Products which shall be final and binding. The Products should not have been tampered and no replacements will be given for damage accruing due to Power fluctuation, Fire & Water.

We require the following details:

- a. Order number;
- b. Product model;
- c. Serial number of the product; and,
- d. Share in detail, the reason to return the product.

After receiving your request, AE Connect will share a Unique Request ID with you for further communication. Our engineer will check for faults to verify the complaint and give the necessary authorization as required. Return pickup shall be arranged at the sole discretion of AE Connect and shall be made only after our engineer's authorization.

### **Force Majeure:**

AE Connect shall not be held responsible for any delay to comply with its obligations under these Terms. If the delay arises due to any cause, existing or future, which is beyond the reasonable control of 'AE Connect, including an act of God or natural calamities like lockdown, cyclone, storm, flood, rains, earthquake, volcanic eruption, etc., or an act in the nature of war, terrorism, strike, riot, lockout, theft, fire, explosion, an embargo of materials, epidemics, quarantine, acts, regulations or orders of any government authority in their sovereign capacity, interference by civil or military authorities etc.

### **Losses:**

In light of Section 73 of the Indian Contract Act, 1872, AE Connect shall not be responsible or liable for any remote and indirect losses incurred by a User; and to clarify the same, it is categorically stated that AE Connect shall not be responsible for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss that is not reasonably foreseeable to both AE Connect and you when you placed an order to 'AE Connect India Pvt. Ltd.'

### **Disclaimer:**

You acknowledge and undertake that you are accessing AE Connect and transacting there at your own risk and are using your best and prudent judgment before entering into any transactions with AE Connect. Each and every transaction entered into on 'AE Connect India Pvt. Ltd.' By you amounts to a binding contract and is enforceable against you in case of breach thereof by you. AE Connect shall, except where categorically mentioned so, neither be liable nor responsible for any actions or inactions

of third parties nor any third parties breach of conditions, representations or warranties and hereby expressly disclaims any liability and all responsibility in that regard.

AE Connect shall not mediate or resolve any dispute or disagreement between you and any third parties regarding the products/services purchased from 'AE Connect India Pvt. Ltd.' except honouring warranty claims in accordance with the warranty terms provided by AE Connect on all its products/services.

AE Connect further expressly disclaims any warranties or representations (express or implied) in respect of quality, suitability, accuracy, reliability, completeness, timeliness, performance, safety, merchantability or fitness for a particular purpose of the products/services listed or displayed or transacted or the Content (including product/services or pricing information and/or specifications) on 'AE Connect India Pvt. Ltd.'. While AE Connect has taken precautions to avoid inaccuracies in Content.

### **Jurisdiction And Dispute Resolution:**

Irrespective of the jurisdiction where you reside, or the location you are accessing AE Connect India Pvt. Ltd. from, these Terms shall be governed by and construed in accordance with the Laws of India and the Courts situated at Ahmedabad (Gujarat), India, shall have the exclusive jurisdiction to try and adjudicate upon any dispute between you and AE Connect arising out of or related to the Terms or any breach.

In case of any dispute, you agree to attempt in good faith to resolve such dispute expediently and amicably with AE Connect. Any party, either you or AE Connect, which claims that a dispute has arisen shall give notice thereof to the other party as soon as reasonably practicable just after the matter, event or thing occurs which is the reason for the dispute, in the notice parties should provide the particulars of the nature and circumstances of the dispute. For negotiations relating to the dispute, a person as a representative must be designated by the respective parties and shall have the authority to settle the dispute. In negotiations relating to the dispute, the other Party shall, within fifteen (15) business days of such notice, specify in writing its position in relation to the dispute and designate as its representative, a person with similar authority. After receipt of the particulars of the dispute, designated representatives shall attempt in good faith to settle the dispute within thirty (30) days. If the dispute continues after the aforesaid period, in that event either you or AE Connect shall have the right to invoke the process of binding arbitration to settle such dispute.

Through mutual discussions, if the dispute is not sorted or settled, the dispute must be settled and resolved in accordance with provisions of the Arbitration and Conciliation Act, 1996, amended from time to time or its re-enactment. The arbitral tribunal shall be composed of a single arbitrator to be appointed by the Hon'ble Gujarat High Court, or such designated body, in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as may be amended from time to time or its re-enactment. The seat of such arbitration shall be in Ahmedabad, India. The language of proceedings shall strictly be English/Gujarati. Notwithstanding anything contained in the Arbitration and Conciliation Act, 1996, the party that invokes the arbitration proceedings shall be liable to pay the complete fee for the arbitration unless otherwise directed by such arbitrator in its award.

### **Updated Feb. 2023 Policy**

- 1) The Purchaser shall provide to AE Connect the invoice corresponding to the Products Concerned that are presumed to be defective, as well as the manufacturing number stated on the internal label of such Products.
- 2) Delays in delivery shall not create any liability for AE Connect India Private Limited and shall not authorise the Purchaser to cancel the order, refuse receipt of the Products or claim damages, interest payments or penalties of any nature whatsoever.
- 3) The prices, descriptions and all other information related to the Products stated in the catalogues,



prospectuses and price lists are provided for information purposes only. AE Connect India Private Limited reserves the right to amend the prices at any time and to alter the design, shape, dimensions or materials of its products as illustrated and described in its catalogues, prospectuses and price lists for illustrative purposes.

- 4) The Warranty detailed below is granted by AE Connect India Private Limited applies to AE Connect India Private Limited (hereinafter referred to as the "Product" or "Products") AE Connect India Private Limited subsidiaries, affiliates, authorized resellers, or country distributors (hereinafter referred to as "AE Connect India Private Limited Resellers").
- 5) The warranty period stated below supersedes and replaces the warranty period as stated in the user manuals for the relevant Products.
- 6) The warranty period is effective on the date of purchase of the Product from AE Connect India Private Limited or an AE Connect India Private Limited Reseller. The dated sales or delivery receipt showing the date of purchase serves as the proof of purchase. You may be required to present the proof of purchase to avail of the warranty service. If there is no proof indicating the purchase date, the manufacture date shall be considered as the beginning of the warranty period. It is further recommended that a user registers the purchased Product/s at [www.aeconnect.co.in](http://www.aeconnect.co.in) within 30 days of purchase to protect your rights.
- 7) The Warranty extends only to the original end-user purchaser and is not transferable to anyone who obtains ownership of the Product from the original end-user purchaser.
- 8) For any registered AE Connect Product not listed above, please inquire us at [info@aeconnect.co.in](mailto:info@aeconnect.co.in)
- 9) The product sent for warranty support should be packed in Original Packing.
- 10) In case the product is sent without the original packing the same will be sent without original Packing.
- 11) All Products returned to AE Connect India Private Limited for the replacement shall become AE Connect India Private Limited own property. All replaced or repair products will have the remainder of the initial warranty, whichever is more beneficial to the consumer.
- 12) AE Connect India Private Limited warrants the Products will be free from defect in workmanship and materials under the normal use during the warranty period as provided above for respective Product segment. AE Connect India Private Limited may, at its own discretion, repair or replace any Product not operating as warranted during the applicable warranty period with a similar or functionally equivalent Product in accordance to the term of the applicable law.
- 13) Replacement Switch will match or exceed the features of the defective unit but may have certain hardware differences depending upon the upgraded technologies.

Warranty claims beyond one year for any product in lieu of cash will be calculated at declining balance depreciation.

Detailed warranty Terms product wise available at [www.aeconnect.co.in](http://www.aeconnect.co.in)

- 14) The threshold values concerning temperatures and voltages shall not be exceeded and the Product Concerned shall not be subject to external constraints (electrical, mechanical, chemical etc.) that are non-compliant with the specifications or its intended purpose.
- 15) Damage caused by normal wear of parts, scratches, surface rust or deterioration, improper use, improper storage, improper testing, negligent use of improper voltage or current, accidental damage, abnormal or unusual use, use of unauthorized accessories or modules, use contrary to the operating instructions, improper operating temperature/environment, or lack of regular maintenance.

- 16) Product repaired, dismantled, or altered by unauthorized technical personnel will not be considered for warranty.
- 17) The maintenance of the Products Concerned shall be performed by a professional, in accordance with the instructions for use, and the Products Concerned shall be neither altered nor repaired without the prior written authorization of AE Connect India Private Limited.
- 18) Any Product Concerned that is deemed to be defective shall be kept by the Purchaser in its as-is state for however long is necessary for AE Connect to perform the customary check-ups concerning the notified defects or faults.
- 19) The Purchaser shall be solely responsible for choosing, using and installing the Products in a manner that ensures compliance with the applicable safety Standards.
- 20) AE Connect shall inform the customer of the repair cost in advance for out of warranty Products. Customers should request the repair charge from sales person or sales assistant in charge of their account.
- 21) If the Purchaser does not object to AE Connect India Private Limited written confirmation within forty-eight (48) hours of the latter being sent, the terms and conditions set forth in such confirmation shall be deemed to be accepted and can no longer be amended by the Purchaser.

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