

Standard Support (12 months)

SUPPORT-NEO-12

Applies to all new GRIDlinks for 1 year after placed in service or up to 2 years after shipment (whichever occurs first).

What's included :

GRIDview Global Cloud Interface:

- One individual account with Admin rights
- Firmware upgrades.
- Control Software upgrades.
- SSL Certs upgrades to Utility VTN

Telephone support for:

- Startup and configuration
- Load shed testing
- Preparation for Utility verification
- Troubleshooting

Warranty period indicated below.

GRIDlink E Series 2 Years

GRIDview HMI G series 2 Years

Other Products & Accessories 2 Years

Services are provided by a support team of industry professionals embracing best practice methodologies and continuous improvement strategies.

Specialists in industrial automation, software development, wired and wireless networking work in collaboration within an escalation hierarchy, ensuring constant and timely resolution to customer issues.

Support is available during normal business hours PST.

Product Warranties, Limitations, Exclusions:

A. Supplier warrants that all Products shall be free from defects in material and workmanship under normal use for the period of time provided in "Statement of Warranty Periods" (available at www.redlion.net current at the time of shipment of the Products. Supplier does not warrant that operation of the Software will be completely uninterrupted or error free or that all program errors will be corrected. Buyer shall be responsible for determining that a Product is suitable for Buyer's use and that such use complies with any applicable local, state or federal law. Provided that Buyer notifies Supplier in writing of any claimed defect in the Products immediately upon discovery and any such Products are returned to the original shipping point, transportation charges prepaid, within the relevant warranty period and upon examination Supplier determines to its satisfaction that such Products are defective in material or workmanship Supplier shall at its option repair or replace the Products, shipment to Buyer prepaid. Supplier shall have reasonable time to make such repairs or to replace such Products. Any repair or replacement of Products shall not extend the warranty period.

This warranty is limited to the period of time stated in the "Statement of Warranty Periods", without regard to whether any claimed defects were discoverable or latent on the date of shipment. The warranty covers only defects arising out of the manufacture of the Products and not defect caused by other circumstances, including, but not limited to accident, misuse, unforeseeable use, neglect, alteration, improper installation, improper adjustment, improper repair, or improper testing. In addition and without limiting the foregoing, Supplier shall not be responsible for any Buyer custom software or firmware, configuration information, or memory data contained in, stored on, or integrated with any products returned to Supplier pursuant to this warranty.

B. If Buyer shall fail to pay when due any portion of the purchase price or any other payment required from Buyer to Supplier under this contract or otherwise, all warranties and remedies granted under this Section 11 may, at Supplier's option, be terminated.

C. THE FOREGOING WARRANTY APPLIES ONLY TO THE BUYER, AS THE ORIGINAL PURCHASER, AND IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, TERMS AND CONDITIONS, EXPRESS OR IMPLIED BY STATUTE, COMMON LAW OR OTHERWISE, TO THE EXTENT PERMITTED BY LAW, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, QUALITY OR FITNESS FOR A PARTICULAR PURPOSE. THE SUPPLIER'S SOLE AND EXCLUSIVE LIABILITY, AND THE BUYER'S SOLE AND EXCLUSIVE REMEDY, FOR BREACH OF THE WARRANTY IN THIS SECTION 11 SHALL BE AS SET FORTH IN THE SUBSECTION 11(A) HEREOF.