



24-MONTH WARRANTY

Limited Warranty:

Alpha Elevator Control's warranty covers up to **24 months** from the date the controller was shipped from Alpha's manufacturing facility, and **12 months** from the date a small part is shipped. Warranty is waived if the product is misused, abused, or damaged due to an environmental disaster.

Alpha Elevator Control does not offer repairs for its products. A replacement will be provided if the product is covered under warranty.

Alpha Elevator Control will need to determine if the product is defective and approved for a warranty. A warranty will not be granted if Alpha Elevator Control has not determined the product is eligible for warranty. Purchasers' rights under this warranty shall consist exclusively of requiring, in Alpha's sole discretion, to replace free of charge, F.O.B. factory, any defective items received at the factory within the 24 months and determined by Alpha to be defective. The giving of, or failure to give, any advice or recommendation by Alpha shall not constitute any warranty by or impose any liability upon the manufacturer. In no event will Alpha be liable for special or consequential damages for delays in performance of this warranty. Any warranty claim after 24 months from the ship date of the product, will be determined that the failed product was caused by ordinary wear and tear.

To claim a warranty, please contact technical support at (916) 957-5900. The representative will provide a case number if the warranty is approved. A Return Material Authorization (RMA) will be provided with the replacement product and the customer will be responsible to cover all shipping expenses when returning the defective product.

Limitations of Liability:

Under no circumstances will Alpha Elevator Control be liable for damages of any kind, loss of profits arising from out-of-warranty components, breach of contract, or tort (including negligence). Neglecting to comprehend the elevator control system/equipment could result in danger to people and the control system.