



# Limited Warranty

Two Sockets-Two Meters, Inc. (TS) offers a limited warranty on its VT Packs™ subject to the following conditions:

TS warrants its VT Packs against defects in materials, workmanship, and certain field hazards for a period of ten (10) years from the date of proper installation or eleven (11) years from date of manufacture, whichever comes first. This warranty is not applicable outside the United States or Canada unless specifically authorized in writing. In order to qualify for this limited warranty, the VT Pack must be installed according to TS's installation instructions and application guide.

In the event a covered claim arises under this limited warranty, TS shall, at its sole discretion, either (a) replace the defective/damaged VT Pack or (b) refund the purchase price to either the authorized distributor or end user, whichever is less. In no event shall TS be responsible for installation, mileage, or other change-out costs.

THIS WARRANTY SETS FORTH TS'S MAXIMUM LIABILITY FOR ITS PRODUCTS. TS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED HEREIN. TS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. TS MAKES NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TS DOES NOT AUTHORIZE ANY OTHER PARTY TO MAKE A WARRANTY OF ANY KIND ON ITS BEHALF AND THE PURCHASER OF TS'S PRODUCTS SHOULD NOT RELY ON ANYONE MAKING ANY SUCH WARRANTY.

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Additional Exclusions:

- **Improper application** – Use of the VT Pack on burdens and/or voltages that exceed the nameplate ratings and specifications. Failure of a 2:1 or a 4:1 VT Pack on 480 volt three wire delta applications as the result of the “ungrounded wye-delta phenomena” and/or “ferro-resonance” IS warranted. In addition, the 2:1, 3:1, 4:1, 2.4:1 or 2.5:1 VT Pack IS warranted due to failures caused by lightning. *Use of multiple and/or inappropriate grounds on the VT Pack voltage circuit(s) is considered a misapplication and may result in premature failure in the event of a fault due to lightning or other destructive transients!*
- **Water** – Submersion or introduction of water or water based liquid.
- **Improper wiring** – Including reversal of primary and secondary connections.
- **Vandalism** – Including damage to externally mounted units caused by livestock.
- **Physical damage** – Including impact with moving vehicles and structural collapse.
- **Heat** – including damage caused by loose connections, overloaded transformers, etc. Damage caused by high ambient temperatures (with exclusions as noted above), and/or heating due to exposure to the sun, IS warranted.

**For a period of one year from date of installation according to proper diagrams (including the use of single point grounding where appropriate), Two Sockets – Two Meters, Inc. warrants that the 2:1, 3:1, 4:1, 2.4:1 or 2.5:1 VT Packs with a catalog number preceded by an “A” will operate with the *current* version of the three-phase “under-glass” TWACS AMR system by Aclara, Inc. The remedy for non-performance is limited to the refund of the purchase price to either the authorized distributor or end user, whichever is less. If a warranty claim is submitted under the terms of this portion of the Limited Warranty, Two Sockets – Two Meters, Inc. reserves the right, at its own expense, to examine the non-performing site(s) to determine whether installation has been properly made prior to granting a refund. Two Sockets – Two Meters, Inc. reserves the right to suggest changes to the installation practices to achieve performance.**

This limited warranty only covers products shipped 5-1-2007 or thereafter. Limited warranty terms and conditions are subject to change without notice.

All warranty claims must be submitted in writing within the limited warranty period to Two Sockets-Two-Meters Inc., for approval, at 2900 West Sencore Drive, Suite 100, Sioux Falls, South Dakota 57107. The following information must be submitted with the warranty claim: Name and address of claimant, product serial number, date of purchase, date defect/damage was discovered, and description of defect/damage. TS will advise the claimant, within a reasonable time, of its position with respect to the warranty claim. In the event a VT Pack is to be returned to TS under this limited warranty, the VT Pack returned must be suitably packed and shipped. The claimant will be responsible for paying the cost of transporting the VT Pack to TS. Upon receipt of the VT Pack, TS will replace the defective/damaged VT Pack, return shipping prepaid and allowed, or refund the purchase price of the defective/damaged VT Pack, if found to be covered under the terms of this limited warranty. Upon request, any defective/damaged VT Pack that has been returned to TS as a warranty claim will be returned by TS, to the purchaser, freight prepaid and allowed, within a reasonable time after it is received from the claimant.