



## AE<sup>®</sup> Extended Warranty

Keeping long-term support simple and easy to transfer

Advanced Energy has been servicing mission critical, power conversion equipment on a global basis for more than 30 years. At the heart of our values is the basic premise that receiving service from AE is simple for you. We combine our helpful and knowledgeable technical phone staff with our well-trained field service team to resolve product issues with the shortest possible Mean Time To Recovery (MTTR). In addition, our global supply chain provides long-term peace of mind by ensuring parts will be available throughout the period of coverage. We apply these same fundamental principles to our extended warranty program.

Our extended warranty shares similarities among other inverter manufacturers' terms regarding third party damage exclusions, the need for preventive maintenance to maintain the warranty, and the coverage of parts and labor costs. However, there are critical differences in the coverage offered by others in the business. We believe the design of AE's extended warranty provides you a window into how we do business. Keeping our offering simple separates us from the competition and utilizes an action-oriented team of AE technicians to handle your requests. Offering an extended warranty price discount for directly connected inverters demonstrates our collaborative approach to provide immediate, upfront cost savings and minimized MTTR into the future. Naturally, we work hard every day designing and manufacturing solutions with the highest levels of quality and reliability. And in the event you need support in the countries where we shipped our products you can be sure that our friendly, professional team will be available with AE's legendary service.

### AE's Price Is All Inclusive

- No need for special gaskets or parts that increase upfront costs
- Wear items excluded from coverage are clearly itemized (fuses and filters) and not left to future interpretation
- No surprise costs associated with parts' shipping fees or field technician travel expenses for defined locations

### AE Makes It Simple To Get Service

- Call 877-312-3832 with serial number and problem statement
- No need for original invoice or warranty certificate
- No need to have serial tag attached to unit to receive service

### AE Understands Your Business Needs

- We have broad coverage so we can focus on recovery, not on whether your problem is covered
- Transferring the warranty is simple because it is managed by serial number in our service management system
- The discount for direct connectivity reduces extended warranty price and improves MTTR
- You only need to call 877-312-3832 and we take care of the rest



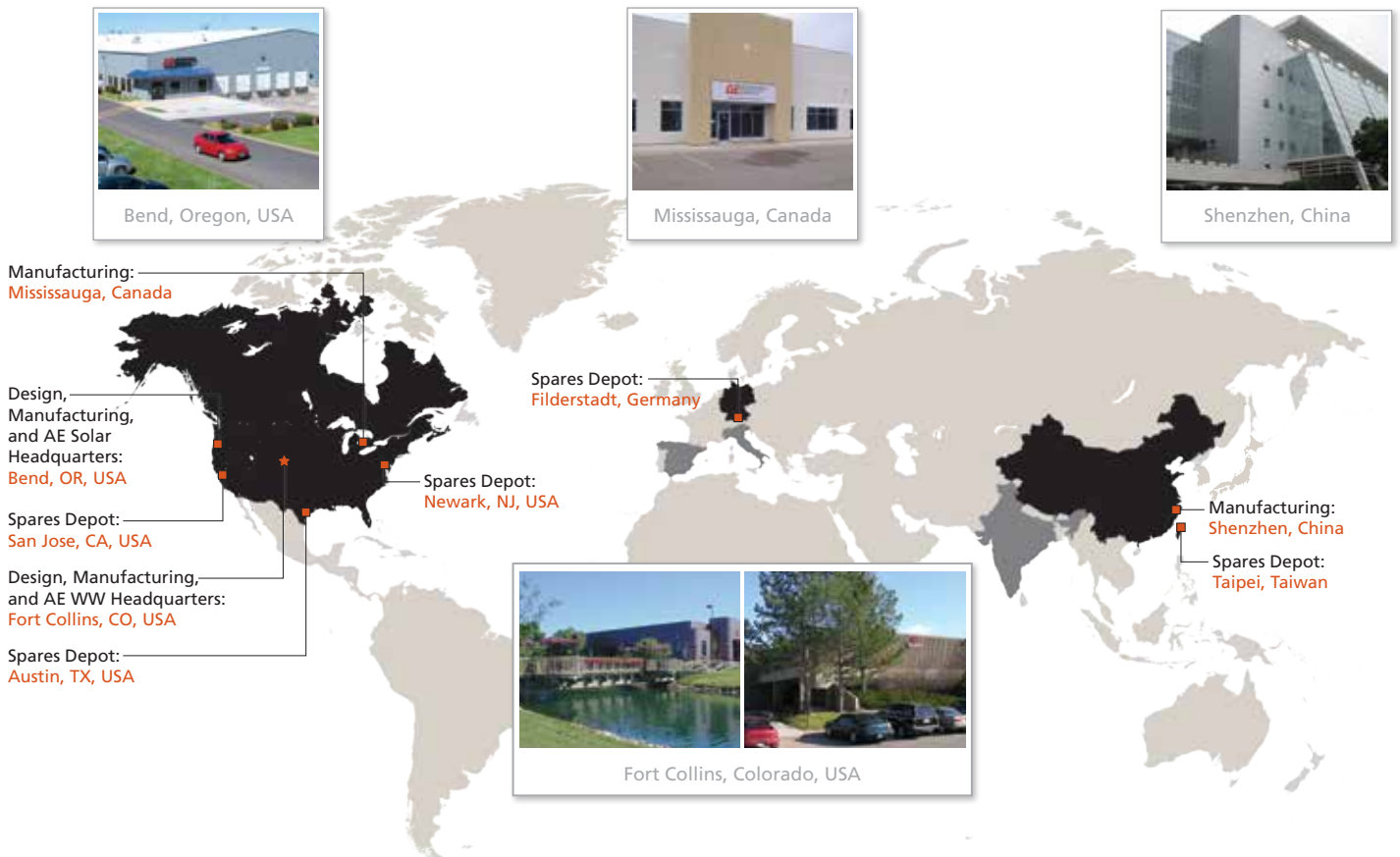
## Summary of Differences Between AE and Competitors' Warranty Terms

Topic	AE	*Competition	What it Means To You
When to purchase?	Anytime within the first 12 months after shipment	Anytime within 60 days or 6 months	AE provides a full year to make a decision
What else is required at the time of purchase?	Nothing, AE's designs are robust in their original state	Requires special gaskets or protective covers	AE has no hidden, upfront costs
What is required to make a warranty claim?	Simply call 877-312-3832 with the serial number and description of the problem	Need a copy of the invoice or warranty statement; the serial tag must be on the unit	AE makes it simple because the onus is on us to document and manage what you purchased
What kind of exclusions are there?	We have standard and reasonable exclusions that are precisely defined	Must notify the supplier within 72 hours of the problem; a force majeure event can void the entire warranty; excluded wear and tear items are not identified	AE's broad coverage enables us to focus on returning your plant to production
How are parts shipping or field service travel handled?	The cost for shipping parts and technician travel costs are covered in the extended warranty for defined regions	Not everyone covers the shipping costs for parts or technician travel expenses in defined regions. Others do not define regions at all.	AE eliminated the surprise of unquantifiable future costs in defined regions

## Options

- Discount for inverter direct connectivity
- Extensions out to 10, 15 or 20 years
- SafeGuard® program
- SafeGuard Plus<sup>SM</sup> availability program
- SiteGuard® O&M services

\*Competition includes a mixture of terms taken from publicly available warranty statements.



Specifications are subject to change without notice. Refer to warranty statement for covered regions.

- Direct AE Sales and Service
- AE Representative/Partners



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