

V-Blox Corporation Product Limited Warranty

This Limited Warranty applies to CCP, DDP, MTJ, PCH, RAK, TSP, and DB Series Low Voltage Transient Voltage Surge Suppression (LV TVSS).

A. Warranty: V-Blox warrants to the original retail purchaser of any standard V-Blox Low Voltage Transient Voltage Surge Suppression device ("LV TVSS") that the LV TVSS shall be free of defects in design, material or workmanship for the life of the product. V-Blox will repair or replace, free of charge, any LV TVSS that has suffered damage from voltage surges or spikes, for fifteen (15) years from the date of its original retail purchase.

B. Connected Equipment Guaranty: V-Blox, at its option, will repair or replace any equipment damaged by a voltage spike or surge while properly connected to a LV TVSS ("Connected Equipment"), up to total aggregate value of \$25,000.

C. General Conditions Applicable to Protection Policy Warranty and Connected Equipment Guaranty:

(1) The Protection Policy is void unless the Warranty Registration Card is completed and returned to V-Blox within thirty (30) days of original retail purchase;

(2) All claims under the Protection Policy must be made within the warranty period applicable to the LV TVSS;

(3) The Protection Policy is valid only in the United States and Canada;

(4) The Connected Equipment must be directly plugged in to a UL or CSA approved UPS (or similar AC protector) which is properly grounded via a 3-wire AC outlet. Extension cords or adapters must not be used. No other ground wires or connections may be used. Building wiring must conform to applicable code(s) (NEC or CSA);

(5) All communication wires leading into Connected Equipment must pass through an appropriate V-Blox LV TVSS. All V-Blox installation instructions must be followed including the proper installation of the grounding wire (when applicable). Consult with V-Blox Customer Service if published instructions do not cover your equipment;

(6) A return authorization number for the LV TVSS and Connected Equipment must be obtained by telephone within ten (10) days following occurrence of damage ("Date of Damage") and the LV TVSS returned prepaid to V-Blox in

its original box for verification of voltage surge or spike damage, accompanied by correspondence signed by the original end user explaining how the damage was sustained to the LV TVSS;

(7) The LV TVSS must be returned, together with (if requested by V-Blox) any Connected Equipment for which a claim is being made within thirty (30) days following the date of the incident causing the damage;

(8) Notification of Connected Equipment damage must be given at the time the return authorization number is issued. An estimate of the needed repairs, including a written report from a qualified technician explaining the nature of the damage must follow from the customer within the aforesaid thirty (30) day period following the date of damage and must accompany the returned Connected Equipment. V-Blox reserves the right to inspect the customer's facility. Test results of the returned LV TVSS, as well as the report from the qualified technician will be evaluated to determine whether the LV TVSS has failed to provide protection. All reports will be available to the customer.

(9) If V-Blox determines that the damage to the LV TVSS and Connected Equipment was caused by the failure of the LV TVSS to protect against voltage surges or spikes and if all conditions specified in this Protection Policy are met, V-Blox will, at V-Blox' sole option, during the warranty period, replace the LV TVSS and either (a) pay for the repair or replacement of the Connected Equipment or (b) reimburse customer for the fair market value, as determined by the then current price list of the Boston Computer Exchange (or equivalent) of the Connected Equipment in an amount not to exceed the aggregate dollar limit stated below. Protection from telephone transients applies only to V-Blox' products which offer modem or fax line protection, and in cases in which such protection is available, telephone services equipment must include a properly installed and operating "primary protection" device at the service entrance (such devices are normally added during telephone installation) in order to be covered for telephone line transients. Protection of CATV (cable television) Connected Equipment from transients applies only to LV TVSS which offer such protection, and in all such cases the CATV service must be properly grounded according to the codes set forth in the National Electrical Code (NEC) in order to be covered for CATV transients;

(10) This Protection Policy is in excess of and applies only to the extent necessary beyond any coverage for the Connected Equipment provided by other sources, including, but not limited to any manufacturer's warranty and any extended warranty coverage or any other policy of insurance that customer may have access to in connection with such damage. By making a claim hereunder, customer agrees that V-Blox will be subrogated to customer's rights against any other party providing coverage for such damage or loss to Connected Equipment;

(11) In no event shall the aggregate value of the cost of repair, replacement or reimbursement with respect to Connected Equipment, including all other claims previously received from the same customer, exceed a total of \$25,000;

(12) All information on the Warranty Registration Card provided with the LV TVSS must be filled in and the customer should retain a copy for his records. The Warranty Registration Card must clearly identify the types of electronic equipment that will be plugged into the LV TVSS for which protection under this Policy is claimed. All Connected Equipment must be UL or CSA approved.

(13) The following are expressly excluded from coverage under this Protection Policy: damage caused by failure to provide a suitable installation environment for the product (including, but not limited to, lack of a good ground); damage caused by the use of the LV TVSS for purposes other than those for which it was designed; damage caused by accidents or disasters such as fire, flood, wind, acts of war or insurrection or Acts of God; damage caused by abuse, misuse, alteration, modification or negligence;

(14) This Protection Policy is null and void if, in V-Blox' view, the LV TVSS has been tampered with or altered in any way;

(15) Except as expressly provided in this Protection Policy, in no case shall V-Blox be liable under the terms of this Protection Policy for any damages whatsoever, including, but not limited to direct, indirect, special, incidental, consequential, punitive, or multiple damages arising out of the use of the LV TVSS or damage to the Connected Equipment, regardless of the legal theory on which such claim is based, even if advised in advance of the possibility or probability of such damage. Such damages include, but are not limited to, loss of profits, loss of savings or revenue, loss of use of the LV TVSS or the Connected Equipment or any associated equipment, loss of software, loss of data, cost of capital, cost of any substitute equipment, facilities or services, downtime, the claims of any third parties, including customers, and injury to property and persons.

(16) This Protection Policy may not be modified except by an agreement in writing signed by V-Blox and the customer. The terms of this Protection Policy are understood to be the complete and exclusive agreement between V-Blox and the customer, superseding all prior agreements, oral and written and all other communications between the parties regarding the subject matter of this Protection Policy. No employee of V-Blox or any other party is authorized to make any representations beyond those made in this agreement concerning the Protection Policy. Unless expressly consented to in writing by V-Blox, which consent may be granted or withheld in V-Blox' sole and absolute discretion, this Protection Policy is not assignable by the original retail purchaser to any third party or other successor in interest and no such third party or successor in interest shall acquire any rights hereunder unless expressly approved in writing by V-Blox.

(17) All data pertaining to a lightning strike must be provided from www.lightningstorm.com at the customer expense and shall be provided by the customer at the time of submitting claim.

D. Claims Procedures: If all conditions precedent for coverage are satisfied, customer should call the V-Blox Customer Service Department at (904) 425-4908 and obtain a return authorization number. V-Blox will forward to you a Protection Policy Claim Form, which must be completely filled out and returned to V-Blox within ten (10) days following the Date of Damage.

(1) Return the damaged LV TVSS to V-Blox;

(2) Enclose the completed Protection Policy Claim Form, customer statement, technician's report, estimate of damages and copy of your sales receipt for the LV TVSS;

(3) Ship the LV TVSS (prepaid) to the address shown on the Claim Form and follow all procedures described on the Claim Form;

(4) V-Blox will evaluate the LV TVSS to determine its level of functionality; and will examine the LV TVSS for evidence of damage from voltage surges or spikes. If V-Blox' evaluation provides no evidence of damage from voltage surges or spikes, V-Blox will send to the customer a report summarizing the tests performed and a notice of claim rejection with respect to any or all of the LV TVSS(s) or Connected Equipment. If the LV TVSS shows evidence of damage from voltage surges or spikes, then V-Blox may (at its option) request that all Connected Equipment for which a claim has been submitted be sent for evaluation to either V-Blox or an authorized service center. If it is determined that the Connected Equipment has been damaged from voltage surges or spikes, V-Blox will, in its sole discretion, either (a) authorize customer to have the Connected Equipment repaired or replaced, or (b) reimburse customer for the fair market value of the damaged Connected Equipment up to the dollar limit stated above. At its option, V-Blox may elect to repair or replace some Connected Equipment and to pay the fair market value of other Connected Equipment;

(5) If Customer is authorized by V-Blox to have the Connected Equipment repaired, the repair must be performed at a service center that is authorized by the manufacturer of the Connected Equipment. V-Blox reserves the right to contact the authorized service center directly to discuss repair costs and damage to the Connected Equipment to determine whether it was caused by voltage surges or spikes or other causes and the right to request that the service center or the customer forward the Connected Equipment or components of the Connected Equipment to V-Blox for inspection. V-Blox will, after determining that the damage was caused by the failure of the V-Blox LV TVSS to protect against voltage surges or spikes, pay directly or issue payment to customer, in its sole discretion, for either the costs of repair or replacement, or the fair market value of the Connected Equipment, up to the dollar limit stated above. V-Blox reserves the right to require customer to transfer title and deliver the Connected Equipment to V-Blox if it chooses to reimburse you for the fair market value of the Connected Equipment or to replace the Connected Equipment.

E. Additional Information: If you have any questions or require additional information regarding this Protection Policy please call V-Blox Customer Service at (904) 425-4908 V-Blox is very proud of its products and its commitments for service following acquisition of a LV TVSS by its customers.