



September 26th, 2023

Dear Customer,

**Grid Solutions – 10 Year Manufacturer’s Warranty:
Selected Protection, Control and Automation Products**

GE’s Grid Solutions values Quality as one of the most important parameters in our products delivered to customers. To demonstrate our ongoing commitment to Quality, Grid Solutions announces an update to the terms of our ten-year warranty. This shall unite and replace the warranties which have applied to MiCOM P40 and P40 Agile products since January 1st, 2011, and many GE Multilin products since October 1st, 2013.

Grid Solutions will provide a **ten-year** return to base warranty (from the date of shipment) (the “Warranty”), for the Grid Automation products mentioned herein, manufactured from October 1st, 2023. The Warranty shall cover the items described in Schedule A (the “Warranty Terms and Conditions”).

As we pass the tenth anniversary of our extended Multilin warranty it is a very opportune occasion to simplify with the same terms and conditions. We trust that our confidence in uniting the warranty position for many of our flagship products as per Schedule B assists you in your pursuit of operational excellence.

Yours faithfully,

Nicolas Gibergues
General Manager – Grid Automation
Grid Solutions SAS

Schedule A – Warranty Terms and Conditions

1. These updated Warranty Terms and Conditions shall be effective for all sales (shipments) of applicable products made on or after October 1st, 2023. Previous Warranty Terms and Conditions apply for any product sales (shipments) made prior to this effective date.
2. The Warranty is applicable to the products defined in Schedule B herein manufactured by Grid Solutions and sold under contractual conditions agreed upon between any customer and Grid Solutions.
3. Notice of a product defect shall be given to Grid Solutions in writing prior to expiration of the Warranty period.
4. When using this Warranty, the customer is required to send the defective product at their own expense to one of our Grid Solutions Repair Centers following the [Grid Automation RMA \(Return Material Authorization\) process](#).
5. Product de-installation, re-installation, commissioning and any other labor, transportation, access or associated expenses shall not be borne by Grid Solutions.
6. Grid Solutions grants this Warranty exclusively to the final end user, to the exclusion of any intermediate buyers of the products, and provided that the products are permanently installed at the final end user locations or placed in appropriate end user storage facilities.
7. Grid Solutions' obligations related to this Warranty shall constitute the sole and exclusive warranty by Grid Solutions to the final end user, and is in lieu of all other warranties of any kind, whether statutory, expressed or implied by law, including all warranties of merchantability and fitness for a particular purpose. In case of conflict or discrepancy with any other warranties, the present Warranty shall prevail.
8. Grid Solutions shall not under any circumstances be liable for loss of use, loss of production, loss of profit, loss of business, loss of contracts, loss of capital, loss of revenues or anticipated savings, any increase in operating costs or any financial or economic loss or any indirect or consequential loss or damage whatsoever suffered by the final end user with respect to defects in or failure of the products.
9. This Warranty does not cover consumables including fuses, batteries and other replaceable items, nor does it cover cosmetic or normal "wear and tear" items, damage by accident, misuse, improper packing or shipping, incorrect storage, neglect, failure to install a recommended component or firmware upgrade, repairs or modifications without the written authorization of Grid Solutions, force majeure, abnormal conditions of operation outside the product's specified rating or any other event beyond the reasonable control of Grid Solutions.
10. This Warranty is subject to installation and operation of the products as specified within their respective technical manuals.
11. This Warranty is conditional on the end user keeping accurate and complete records of operation and maintenance during the Warranty period and providing Grid Solutions prompt access to those records upon request.
12. Grid Solutions shall reserve the right to either repair or replace a product, at its own discretion.
13. If despite Grid Solutions' reasonable efforts and subject to the conditions described in all the other provisions of this Warranty, a non-conforming product cannot be repaired, replaced like for like, or replaced with an equivalent current product, Grid Solutions shall refund or credit monies paid for the defective products at the original purchase price.
14. Warranty repairs shall have a warranty based on the balance of the remaining warranty period from time of repair to the balance of the ten-year Warranty. The warranty period for repairs shall not exceed in any event ten (10) years from the start of the initial Warranty.
15. In the event of failure to meet any of the aforementioned clauses, the Warranty shall become null and void.
16. All other products not explicitly mentioned in Schedule B have separate warranty conditions in force and are expressly excluded from the scope of this Warranty.

Schedule B – List of Products

The following products are included within the scope of the Warranty:

- Multilin UR relays
- Hardfiber devices - Hardfiber Brick, S-Brick, cross-connect panel
- GPM-S, GPM-F
- MiCOM P40 relays
- MiCOM P391, P591 and P593 devices
- Omni platform
- P40 Agile relays
- P40 Agile Enhanced range and Multilin Agile
- Multilin 8 Series
- Multilin 3 Series and 369
- 650 range, HID, CIO, RRTD and RMIO
- MM controllers, including Enhanced models
- EPM and PQM meters
- Gateways and RTUs – iBox, D20, D.20, D25, G500/H500 and G100 families
- Multilin Single Function and Electromechanical relays – CFD, DBT, GGP, HAA, HFA, HGA, HMA, IAC, IAV, ICW, IFC, IFCV, IJD, NBV, NGA, NGV, PVD, SBD, STD