



# 1 YEAR MONEY BACK GUARANTEE

The Guarantee applies only to the Installer, not the end-user, and is non-transferable. The Guarantee does not include the cost of installation or removal of the PulseWorx product from the residence or the cost of shipping. We assume no responsibility for any labor or freight costs either in connection with or separate from any installation or removal. It covers only the cost of the PCS PulseWorx products returned.

*To be eligible for the Guarantee, each of the following conditions must be met:*

- a. The Installer of the system must be a Certified PulseWorx Dealer/Integrator i.e. a person that has attended and passed approved PulseWorx Certified Training courses.
- b. The eligible products must have been purchased from an Authorized Distributor or PCS directly and must be accompanied with proof of purchase.
- c. The Guarantee applies only to PCS PulseWorx Generation II systems and products and does not apply to any third party products that are supplied by one of PCS' Licensees, partners or other affiliates. PCS does not make any representations or warranties on behalf of such third parties.
- d. The product must have firmware version 5.0 or higher (Generation II).
- e. The request for refund must be made within one year from Date of Purchase on the receipt. The receipt or a copy of the receipt must be presented at time of request for a refund.
- f. The eligible product must have been installed in a single (split) phase electrical system. Three-phase electrical systems are excluded from this Money Back Guarantee.
- g. The residence must not be larger than a 15,000 square feet area and the electrical wiring topology must not exceed a total of 6 electrical distribution panels.
- h. The Certified PulseWorx Dealer/Integrator must have tried to solve any issues by first contacting PCS Technical Support and properly installing at least one Split-Phase Repeater (SPR) in the residence.
- i. The Certified PulseWorx Dealer/Integrator must work directly with PCS Technical Support/ Engineering to attempt to solve any reliability issues and provide PCS with system layout information and communications test results.
- j. The system must be installed in the United States or Canada.