

DATA CENTER CDP 2025 WARRANTY POLICIES

At CDP we remain committed to providing the highest quality and reliable technology solutions. In order to provide certainty and support to our customers, we make available the following warranty policies effective as of 2025:

1. Power Distribution Unit (PDU)

- **Warranty:** 1 year
- **Procedure:** Immediate change or credit note, after basic validation. Telephone technical validation / Telephone technical support (see section Procedure for Warranty Validation).

2. Micro Data Center (MDC)

- **Warranty:** 2 years - Enterprise version
- **Warranty:** 1 year - Edge version
- **Procedure:** Technical telephone validation / Telephone technical support / On-site guarantee by CDP or certified personnel (integrator/specialist channel) (See section on site guarantee procedure).

3. Micro Data Center Outdoor (ABIP)

- **Warranty:** 2 years
- **Procedure:** Technical telephone validation / Telephone technical support / On-site guarantee by CDP or certified personnel (integrator/specialist channel) (See section on site guarantee procedure).

4. Air Conditioners / Cooling (Wall Mount – Room Mount – Inrow – Inrack)

- **Warranty:** 2 years - Enterprise versions
- **Warranty:** 1 year - Edge versions
- **Procedure:** Technical telephone validation / Telephone technical support / On-site guarantee by CDP or certified personnel (integrator/specialist channel) (See section on site guarantee procedure).

Warranty Exclusions

- Physical damage caused by transport, poor packaging or improper handling.
- Electrical problems specific to the place of installation.
- Manipulation or alteration of electronic, electrical or mechanical components.
- Damage caused by water or liquids.
- Broken warranty seal.
- Harsh environmental conditions (temperature, humidity, dust, corrosive environments, etc.).
- Excessive dust in fans or the presence of foreign objects inside the equipment (includes fauna).

- Accidents, abuse, or neglect in the use of equipment.
- Installation performed by third parties not approved or certified by CDP (if applicable).
- Inherent or consequential damages arising from the above situations.
- Atmospheric discharges or external surges (lightning, maneuvers) that exceed the level of the SPD (Suppression of Peaks/Transients).
- Damage caused by non-original spare parts of the brand.
- No warranties apply for saline/corrosive environments that cause sulfation.

General Conditions

- The warranty applies only against manufacturing defects.
- The equipment must be operated and maintained in accordance with the manufacturer's recommendations CDP which are found in the commercial proposal, invoice and/or user manual.
- Any replacement or credit note will be subject to validation by our authorized technical team.

Procedure for Warranty Validation

- 1) Contact BackOffice (+506 4001-7684) via WhatsApp and send:
 - a) Client Name
 - b) Phone
 - c) Country / Locality
 - d) Email
 - e) Team Model
 - f) Photograph of the device's serial number
 - g) Purchase invoice
 - h) Photograph of the warranty label or seal (if applicable).
 - i) Description of the problem or failure (attach video evidence)
- 2) The BackOffice creates a ticket and sends it to the corresponding CDP Service Center.
- 3) The Service Center validates and, if applicable, requests approval from the Service and Guarantees Management by sending the technical diagnosis report to the email: serviciomex@cdpenergy.com
- 4) Once the change is approved, the ticket is closed or resolved.

On-Site Warranty Procedure

- 1) Contact BackOffice (+506 4001-7684) via WhatsApp and send the same data requested in the Warranty Validation Procedure.
- 2) BackOffice creates a ticket and assigns it to CDP's Data Center staff.
- 3) Remote support is provided; if it is not resolved, on-site support is carried out.

- 4) On-site support by CDP applies only to equipment installed or commissioned by CDP personnel, for all equipment that has been installed by integrator/specialist channels, the on-site service will be provided directly by the integrator who performed the installation.
- 5) Once the case is resolved, the ticket is closed.

Requirements for Warranty Coverage:

- 1) Send the Commissioning Report to the email: soporte@arcticbunker.com, maximum 3 days after installation. (see basic form for Data Center start-up reporting, this form must be completed by personnel certified and/or authorized by CDP. Otherwise, the product does not apply for warranty by CDP).
- 2) The product must have a minimum of 2 maintenances per year, reports and/or evidence of these maintenances must be sent to the soporte@arcticbunker.com email (otherwise the product does not apply for warranty by CDP).
- 3) Specific terms and conditions set forth in the invoice and/or service contract apply .

MARKETING CONSIDERATIONS.

*For all products available for sale that have labeled or indicate on their packaging, manuals and catalogs a warranty period different from that established in these **DATA CENTER CDP 2025 WARRANTY POLICIES**; the periods and conditions of these Policies will be applicable.*