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Warranty Clarification on Total Access Battery Backup Systems

The ADTRAN Total Access Battery Backup Systems are products with a dual warranty. The metal enclosure and respective wiring harnesses inside the battery backup enclosures have a 10 year warranty against manufacturing defects. The lead acid batteries inside the system only carry a 1 year warranty.

Total Access Battery Backup System part numbers:

- 1175044L1** Wall / Rack mount 8 hr Battery Backup System
- 1175044L2** Wall mount 8 hr Battery Backup System
- 1200641L1** Total Access 604/608 8 hr Battery Backup System

The warranty remains unchanged and has always been 10 years on manufacturing defects in the enclosure and wiring harness and only 1 year on the batteries inside. This is simply to clarify the warranty differences since it has caused some confusion in the field regarding warranted coverage. In the six years these units have been in production, there have been no returns beyond one year for manufacturing defects. All of the returns beyond one year were due to non-covered, depleted lead acid batteries.

ADTRAN will continue to offer the replacement 12V cell for these battery backup systems (PN: 1975044L1) for the users to replace their batteries in their systems as they deplete in the field. ADTRAN will also offer this repair service through our normal return and RMA process. ADTRAN Customer and Product Services can be reached at (800) 4-ADTRAN for an RMA number.