

Document Description	Abriox Warranty Agreement
Document number	AC-I-005
Version	8
Date	2 November 2009
Author	Neil Summers



ABRIOX: WARRANTY AGREEMENT

This Warranty Agreement applies to Products purchased from Abriox and should be read in conjunction with our Terms and Conditions of Sale.

STANDARD WARRANTY

Abriox warrants that the Products we supply will be free from defects in material and workmanship for a period of **12 months** from the date of delivery.

EXTENDED WARRANTY

Abriox may extend the above warranty for up to 5 years as agreed between the parties in writing.

CONDITIONS OF WARRANTY

These warranties are given by Abriox subject to the following conditions:

- 1 No Product should be operated outside its design specification.
- 2 Abriox shall be under no liability in respect of any defect in the Products arising from any drawing, design or specification supplied by the Buyer.
- 3 We shall be under no liability in respect of any defect arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow our instructions (verbal or in writing), misuse or alteration or repair of the Products without our approval.
- 4 Abriox shall be under no liability if the total price for the Products has not been paid by the due date for payment.
- 5 This warranty does not extend to parts, materials or equipment not manufactured by Abriox, in respect of which the Buyer shall only be entitled to the original manufacturer's warranty or guarantee.
- 6 Batteries are specifically excluded from our warranty, since their lifetime will depend on usage patterns under the control of the Buyer.
- 7 Lightning damage is an Act of God and is specifically excluded from our warranty unless a lightning protection warranty has been purchased – see below.
- 8 Abriox will not be liable for any loss whatsoever if you (the Buyer) or any of your employees, agents or sub-contractors have:
 - provided us with any inaccurate or insufficient information or technical background
 - failed to comply strictly with operating instructions, advice or recommendations we have given you
 - used our Products for any purpose other than those advised by Abriox
 - failed to comply with any applicable legislation or regulatory guidelines.

LIGHTNING PROTECTION WARRANTY

Abriox products are designed to handle voltage surges up to the level specified in the datasheet. If they have sustained damage due to lightning then they have clearly been exposed to voltages outside their design specification and are not protected by our standard warranty.

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However, Abriox offers a specific warranty that insures products against all damage from lightning. This must be purchased separately from the standard (or extended) warranty on an annual basis.

In all cases products must be installed in accordance with Abriox's instructions and failure to do so invalidates our warranty.

SERVICE CONTRACT

The Service Contract we offer is an extended warranty on MERLIN units. In the event of a field failure, it provides for:

- full repair or replacement of the MERLIN unit
- new batteries (if at less than 75% of original capacity)
- full test and calibration
- return shipping to you (the Buyer).

Your only cost is to return the unit to us. We aim to complete the repair and despatch back to you within **5 working days** of receiving the unit.