

## WARRANTY

Thank you for choosing ELPRO Technologies. We are committed to your satisfaction and stand behind the quality of our products. Below are the warranty terms for ELPRO products:

### 1. Warranty Coverage

- Condor and Quantum Range Products: Covered by a 3-year warranty from the date of original purchase.
- All Other Products: Covered by a 12-month warranty from the date of original purchase.

All ELPRO products are warranted to be free from manufacturing defects for their “serviceable lifetime,” defined by the availability of electronic components.

### 2. Serviceable Lifetime Clause

If the serviceable lifetime of a product ends within the initial three years of purchase, ELPRO will replace it with an equivalent unit, subject to availability.

### 3. Warranty Exclusions

This warranty does not cover:

- Operation outside the product’s specified parameters.
- Usage inconsistent with the product’s User Manual.
- Damage caused by abuse, misuse, neglect, or external factors.
- Repairs, alterations, or modifications performed by unauthorized parties.

### 4. Limitation of Liability

ELPRO’s liability is limited strictly to the repair or replacement of products under warranty. This warranty excludes any other warranties, express or implied. ELPRO is not liable for:

- Consequential damages or losses.
- Operational interruptions.
- Costs, injuries, or harm outside the scope explicitly stated in this warranty.

### 5. Warranty Service Process

To make a warranty claim:

- Contact an authorized Service Agent to obtain a Return Merchandise Authorization (RMA).
- Provide proof of purchase when returning the product.

Warranty repairs or replacements are free of charge, but transportation and insurance costs are the customer’s responsibility.

### 6. Product Information and Support

For detailed product specifications and maintenance instructions, refer to:

- Your authorized Service Agent.
- The original purchase source.
- The ELPRO Technologies website ([www.elprotech.com](http://www.elprotech.com)).
- Your regional master distributor.

If you have any additional concerns or need further assistance, please contact [repairs@elprotech.com](mailto:repairs@elprotech.com).

Thank you for choosing ELPRO Technologies. We appreciate your trust in our products and look forward to serving you.