WARRANTY STATEMENT

Thank you for choosing ELPRO Technologies. ELPRO stands behind the quality of its products and will repair or replace products that are found to have a manufacturing defect and are covered by the warranty terms below.

1. Warranty Period

Unless otherwise specified or agreed in writing by ELPRO at the time of sale, ELPRO products are covered by the following warranty periods from the date of original purchase:

- **Condor and Quantum range products: 3 years**
- **All other ELPRO products: 12 months**

Proof of purchase may be required to establish the applicable warranty period.

The warranty period is based on the **original purchase date,** not the product's manufacture date.

2. What the Warranty Covers

During the applicable warranty period, ELPRO warrants that the product will be free from defects in **materials and workmanship under normal use and operating conditions.**

Where ELPRO determines that a product has failed because of a defect covered by this warranty, ELPRO will, at no charge for parts and labour and at ELPRO's discretion:

- Repair the product; or
- Replace the product with the same or an equivalent product where available.

Repair or replacement under warranty does not restart or extend the original warranty period, except where required by applicable law.

3. Product Serviceability

ELPRO aims to support its products for as long as replacement components and suitable technical resources remain reasonably available.

A product's **serviceable lifetime** refers to the period during which ELPRO is reasonably able to repair or support that product, taking into account factors such as component availability, product obsolescence and technical support capability.

Serviceable lifetime is not an extension of the warranty period and does not constitute a lifetime warranty.

Once the applicable warranty period described in Section 1 has expired, repairs or replacement may be offered as a **chargeable service**, subject to product serviceability, parts availability and ELPRO's then-current repair terms.

4. Warranty Exclusions

This warranty does not cover failures or damage resulting from:

- operation outside the product's published specifications;
- installation, configuration or use contrary to the applicable ELPRO user manual or installation instructions;
- incorrect wiring, supply voltage, polarity, power supply connection or termination;
- abuse, misuse, neglect or accidental damage;
- lightning, electrical surges or other external electrical events; any other environmental conditions outside the product's specified operating conditions;normal wear and tear;
- unauthorised repair, alteration or modification; or
- use of the product for a purpose for which it was not designed.

Where reasonably necessary to assess a warranty claim, ELPRO may inspect and test the returned product to determine the cause of failure.

5. Products Outside the Warranty Period

A failure occurring after the applicable warranty period has expired is **not covered by the standard product warranty solely because it may involve an internal component failure.**

Where a product is outside warranty, ELPRO may offer:

- a chargeable repair;
- replacement components;
- an equivalent replacement product; or
- another commercially reasonable solution, subject to availability and the serviceability of the product.

ELPRO may, at its discretion, provide goodwill assistance outside the warranty period. Any such assistance is considered on a case-by-case basis and does not alter the warranty period or establish an ongoing warranty obligation.

6. Warranty Claim Process

To request warranty service:

1. Contact ELPRO or an authorised ELPRO Service Agent and obtain a **Return Merchandise Authorization (RMA)** before returning the product.
2. Provide the product details, serial numbers, and description of the reported fault using the **Return Merchandise Authorization (RMA)** to the following email: **repairs@elprotech.com.**
3. Products **must** be shipped with an RMA number. Return the product in accordance with the supplied RMA instructions.

Where ELPRO confirms that the failure is covered under warranty, the repair or replacement will be provided without charge for parts and labour.

Transportation, freight and insurance costs associated with returning products are the customer's responsibility unless otherwise agreed by ELPRO or required by applicable law.

7. Limitation of Liability

To the maximum extent permitted by applicable law, ELPRO's liability under this warranty is limited to the repair or replacement of the affected product.

ELPRO is not liable under this warranty for indirect or consequential loss, loss of production, loss of revenue, business interruption or other losses arising from the failure or use of the product.

8. Statutory Rights

This warranty is provided in addition to any rights or remedies that cannot lawfully be excluded or limited.

Nothing in this warranty is intended to exclude, restrict or modify any statutory guarantee, condition, warranty, right or remedy that applies under applicable consumer protection law and cannot legally be excluded, restricted or modified.

9. Further Information

For product specifications, installation requirements and maintenance information, refer to:

- the applicable ELPRO product documentation;
- your authorised ELPRO Service Agent;
- the original supplier; or
- the ELPRO Technologies website.

For repair and warranty enquiries, contact **repairs@elprotech.com.**