



# Warranty Statement

## Warranty of Sense-WARE Flame Detectors

The Warranty conditions that apply to the SENSE-WARE flame detectors, (hereafter known as the "Product"), are as follows. If not explicitly mentioned in the manual, Orgalime S2012 delivery terms and conditions apply. SENSE-WARE offers a Product warranty of 60 months from the date of shipping, to include, but not to exceed, manufacturing defects, and only when the Product is installed and operated under normal use and being maintained regularly. SENSE-WARE will, under these circumstances and during the Warranty period, repair the Product and replace parts, free of charge, subject to the Exclusions to the Warranty. Products must be returned, according to the terms of this Warranty. All replaced parts become property of SENSE-WARE. This Warranty is only valid for companies which directly purchase Products from SENSE-WARE and cannot be transferred to other parties.

### Exclusions to the Warranty

1. Defects or damages caused by, but not limited to, improper use, Third Party damage, lack of correct maintenance, improper installation or commissioning, interfering with the hardware and/or software, using the wrong operating voltage, water damage, unauthorized repairs, etc..
3. Products from which the serial number has been removed or is unreadable.
4. Normal wear and tear, including cosmetic damage.

### Returns and Repairs

1. Ask your Supplier for a SENSE-WARE RMA, (Returned Material Authorization). For all returns to the factory, an RMA is required.
2. You will receive an RMI, (Returned Material Information), fill-in form, which you or your supplier must complete with the SENSE-WARE invoice number, the serial number and the type of Fault experienced.
3. To return a Product, SENSE-WARE will provide an RMA number which must be included on the packing list of the Product to be returned. You must include the RMI form in the shipment, and fax or email it to SENSE-WARE.
4. The shipping cost to and from SENSE-WARE is paid by the company returning the Product.
5. Ensure that the Product is securely and correctly packed before returning to SENSE-WARE.
6. If you did not purchase the Product directly from SENSE-WARE, contact your supplier for an RMA.
7. For Products with an RMI, which require a repair within the Warranty period, you can request from SENSE-WARE an "advance replacement", via your supplier. Note: SENSE-WARE does not provide advance replacements free of charge.

### Note:

The flame detector is not a field serviceable Product. Unauthorized repairs invalidate the Warranty.

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