

Warranty Statement

Statement of warranty terms and conditions
for Radiodetection products

Warranty Statement | Issue 2 | November 2009



Radiodetection

AN SPX COMPANY

Warranty

Subject to the conditions set out herein, Radiodetection Limited expressly and exclusively provides the following warranty to original end user buyers of Radiodetection products. Radiodetection products includes Radiodetection, Pearpoint, Telespec, Bicotest, Riser Bond, Dielectric, Mark Products and Warren G-V brands. Radiodetection hereby warrants that its products shall be free from defects in material and workmanship for one year starting from point of sale to end customer. Extensions of this warranty period are available where the same terms and conditions apply.

Product families include:

- Cable & Pipeline Location
- Pipeline Integrity
- Cable Test
- Trenchless
- Pipeline Video Inspection
- Cable Dryers

To register for an extended warranty (3 years) go to:
www.radiodetection.com/extendedwarranty

Statement of warranty conditions

Radiodetection Limited expressly limits the following warranty to original end user buyers of Radiodetection's products. Radiodetection product includes Radiodetection, Pearpoint, Telespec, Bicotest and Riser Bond brands.

Radiodetection hereby warrants that its products shall be free from defects in material and workmanship for one year starting from point of sale to end customer. Extensions of this warranty period are available where the same terms and conditions apply.

The sole and exclusive warranty for any Radiodetection product found to be defective is repair or replacement of the defective product at Radiodetection's sole discretion. Repaired parts or replacement products will be provided by Radiodetection on an exchange basis and will be either new or refurbished to be functionally equivalent to new.

In the event this exclusive remedy is deemed to have failed in its essential purpose, Radiodetection's liability shall not exceed the purchase price of the Radiodetection product. In no event will Radiodetection be liable for any direct, indirect, special, incidental, consequential or punitive damages (including lost profit) whether based on warranty, contract, tort or any other legal theory.

Warranty services will be provided only with the original invoice or sales receipt (indicating the date of purchase, model name and dealer's name) within the warranty period. This warranty covers only the hardware components of the Radiodetection product. Data storage media or accessories must be removed prior to submission of the product for warranty service.

Radiodetection will not be responsible for loss or erasure of data storage media or accessories. Radiodetection is not responsible for transportation costs and risks associated with transportation of the product. The existence of a defect shall be determined by Radiodetection in accordance with procedures established by Radiodetection.

This warranty is in lieu of any other warranty, express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

This warranty does not cover:

- periodic maintenance and repair or parts replacement due to wear and tear
- consumables (components that are expected to require periodic replacement during the lifetime of a product such as non-rechargeable batteries, bulbs, etc.)
- damage or defects caused by use, operation or treatment of the product inconsistent with its intended use
- damage or changes to the product as a result of:
 - misuse, including: – treatment resulting in physical, cosmetic or surface damage or changes to the product or damage to liquid crystal displays
 - failure to install or use the product for its normal purpose or in accordance with Radiodetection instructions on installation or use
 - failure to maintain the product in accordance with Radiodetection instructions on proper maintenance
 - installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used
 - virus infections or use of the product with software not provided with the product or incorrectly installed software
 - the condition of or defects in systems with which the product is used or incorporated except other 'Radiodetection products' designed to be used with the product
 - use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by Radiodetection
 - repair or attempted repair by persons who are not Radiodetection warranted and certified repair houses
 - adjustments or adaptations without Radiodetection's prior written consent, including:
 - upgrading the product beyond specifications or features described in the instruction manual, or
 - modifications to the product to conform it to national or local technical or safety standards in countries other than those for which the product was specifically designed and manufactured
 - neglect e.g. opening of cases where there are no user replaceable parts
 - accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.