



## 5-Year Limited Warranty

Amatis provides coverage of products for 5 years (1825 days) from shipment date.

If an issue is discovered, please send a detailed email to [support@amatiscontrols.com](mailto:support@amatiscontrols.com) or call (970) 300-1344 and request Technical Support.

If necessary, Technical Support will arrange a Return Merchandise Authorization Request to replace affected parts.

### Please Note:

- Your Amatis product *must* be free of physical damage or modification.
- Products received with physical damage (bent pins, any damage to the PCB or plastic, water damage, etc.) may incur a service charge.
- If the product received has apparent damage, Amatis will reach out to you with options to avoid the product losing its warranty.
- If the issue is a battery failure, keep the batteries to be sent back to Amatis to aid in diagnosis.

CUSTOMER SUPPORT 970-300-1344 <a href="mailto:support@amatiscontrols.com">support@amatiscontrols.com</a>
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### **Hardware Limited Warranty:**

Amatis Controls LLC. ("Amatis") warrants its devices, for a period of sixty (60) months from the date of shipment. Amatis warrants that the system and its components will substantially conform to the written specifications provided by Amatis and be free from defects in workmanship and material under normal use and service.

For devices not conforming to this Limited Warranty during the warranty period, as its sole responsibility, Amatis will replace the defective devices with new (or equivalent to new) devices and equipment if customer 1) provides notice of a covered, reproducible defect during the warranty period, 2) the customer complies with Amatis' return material authorization process ("RMA Process"), and 3) all amounts customer owes Amatis are paid in full. Installation of replaced equipment is the responsibility of the customer.

### **Warranties Voided:**

The foregoing limited warranty shall be void if the equipment and/or software are altered in any way by the customer or any third party, without the consent of Amatis.

### **Exclusions:**

Amatis' Hardware Limited Warranty does not cover any event other than ordinary use including but not limited to: 1) damage caused by misuse (including but not limited to use contrary to or not otherwise prescribed by the written specifications or negligence); abuse, accidents or unauthorized or improper installation, use in an improper environment, overloading, power failures, power surges, air conditioning failure, humidity, fire, explosion, earthquake, unauthorized or improper maintenance or repair or force majeure; 2) any defects or damage caused by third party software or hardware used with, installed on or accompanying the

equipment; 3) damage caused by improper installation of the equipment; and, 4) the cost of onsite services, labor, installation, commissioning, removal, reinstallation or re-commissioning and any other work except as specified in these limited warranties.

**Unsupported Claims:**

If customer makes a claim under this Hardware Limited Warranty and no covered defect is found, Amatis reserves the right to charge the customer and the Customer agrees to pay Amatis standard time and materials fees for services performed and the purchase price (plus all costs of handling and shipping) for replaced equipment.

**Liability Limitation:**

Amatis shall not be liable for any special, indirect, or consequential damages arising in any manner from the Amatis devices, installation, and the work performed pursuant to this agreement. Amatis' total liability for direct damages shall be limited to the total price paid to Amatis pursuant to any specific agreement, whether such liability arises in contract, tort or on any other basis whatsoever. Amatis shall not be liable for any delay in the performance hereunder resulting from or attributed to acts or circumstances beyond Amatis' control, including, but not limited to, acts of God, fire, riots, labor disputes, conditions of the premises, acts or omissions of the client, owner or other contractors or delays caused by supplier or subcontractors of Amatis.

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