

DMK PRODUCT WARRANTY

- 1、 The warranty period is two (2) years.
- 2、 Unless confirmed otherwise by the manufacturer, the guarantee period starts on the date of delivery of the product.
- 3、 This warranty is issued by DMK to your company ("Customer") to cover the standard products and CPD products which supplied to you.
- 4、 The Warranty shall only be valid provided that:
 - a) The Products are used in compliance with the Product specifications and user instructions (technical specifications).
 - b) The Product is installed and assembled by specialized technical staff in compliance with the instructions accompanying the Product.
 - c) Temperature and voltage limit values are not exceeded and the Product is not subjected to mechanical loads which do not comply with its intended use.
 - d) The acceptable limits for temperatures and voltages according to the relevant technical or product-specific standards indicated are not exceeded
 - e) The product is not exposed to any unintended mechanical and/or chemical stresses.
 - f) No programmable device parameters of the manufacturer are modified, unless the manufacturer has expressly consented to such modifications.
- 5、 The guarantee shall not apply to:
 - a) Product defects caused by unforeseen and unforeseeable events, i.e. accidental circumstances and/or force majeure (including electric shocks, lightning) that cannot be ascribed to a defective Product manufacturing process.
 - b) Any extra costs resulting from the work required to repair the defect (e.g. the costs incurred to assemble/disassemble the Product or transport the defective/repaired/new Product as well as the expenses incurred for disposal, daily allowances, travel, lifting devices and scaffolding). Said costs shall be charged to the Customer.
 - c) Mechanical damage, in particular if caused by vandalism, weather, sand or scratching.
 - d) The guarantee expires immediately if the customer or third parties make or perform changes, repairs, service work or troubleshooting without the prior written consent of the guarantor.

DMK Technology (Shanghai) Co., Ltd.

08/03/2021