

WARRANTY / EXTENDED CARE CONTRACT WARRANTY

Limited Warranty for Crypton products and accessories (singularly or collectively the “Product” or “Products”).

1. Warranty Cover

This warranty is for defects due to faulty material or bad workmanship in all Products manufactured, sold or certified by Crypton and with which this limited warranty is included in/on the package, subject to the following exceptions and exclusions:-

- Consumables, filters, oxygen sensors, printer paper, printer cartridges, keyboard, mouse, infrared & BT dongles, cables, batteries, oil probes, temp probe, RPM clamps/probes, hoses, sample probes are excluded.
- Batteries. This warranty does not extend to batteries, except rechargeable batteries which are ONLY covered during the initial thirty (30) day 'start up period'.
- Software Exception. This warranty extends only to physical defects in the media (such as CD-ROM) that tangibly embodies each copy of any software sold or licensed and/or certified by Crypton for use with its Products. All other warranties in respect of software are excluded to the fullest extent permitted by law.

2. Period of Cover

Subject to the following exceptions, Products are covered under this warranty for twelve (12) calendar months from the date purchased by the Customer:

- 90-Day Warranty Exception. The warranty is for 90 days only for: (a) all external cables or connectors* not physically mounted to the Product or (b) any external sensors (such as current clamps or RPM pick ups)
- Extended Product Warranty Exception. Certain Products (identified in the price list) are guaranteed for longer periods from the date they are purchased by the Customer.
- One (1) Year Warranty Exception. The warranty period is for one (1) year for all printers.
- Repair / Replacement Exception. The residual warranty period on warranty repaired or replaced Products is for either; the balance of the original warranty period or for 90 days from the date returned and delivered to the Customer, whichever is the longer.
- We give no guarantee in respect of any proprietary electrical or other equipment made by other manufacturers, and supplied with our Products but will so far as is possible , transfer the benefit of any guarantee, if any, given by such other manufacturers.

3. Coverage

This warranty is only for the benefit of the first end user purchaser (the Customer) and is not transferable under any circumstance.

4. Correction of Warranty Problems

Crypton Customer Support must be notified immediately about any Product which is alleged to be defective, whereupon we shall either issue instructions to return the Product to our factory for examination or where applicable, make alternative arrangements. For valid Product warranty claims we have the option to repair or replace the affected Products at no charge to you except for the return to base postage or courier costs. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products or parts. No software updates are automatically provided as a consequence of a warranty repair or replacement.

5. This Warranty is invalidated by:

- Products that are operated in combination with ancillary or peripheral equipment or software not furnished with the Products. This includes batteries, chargers, adaptors, power supplies or third party software loaded to the system..
- Products that have failed to be maintained in accordance to the Crypton maintenance guide as described in the user manual or if applicable, where someone other than an Crypton engineer (or authorised service personnel) tests, adjusts, installs, maintains, alters, modifies or services the Products in any way
- Products that have: (a) serial or date tags that have been removed altered or obliterated; (b) board serial numbers that do not match the housing; or (c) nonconforming housing or parts.
- Defects or damage resulting from: (a) use of the Products in a manner that is not normal; (b) improper operation or misuse; (c) accident or neglect such as dropping the unit onto hard surface; (d) contact with water, rain, or extreme humidity or extreme heat.

This Warranty excludes

- Physical damage to the surface of the Products, including scratches, cracks or other damage to the display screen or other externally exposed parts.
- Cables and pins that have been broken, bent or subject to excessive stress or wear.

Continental Automotive Trading UK Ltd, 36 Gravelly Industrial Park, Birmingham B24 8TA

IMPORTANT LIABILITY EXCLUSION

- Crypton are under no circumstances liable for any consequential, economic or other indirect loss or damage arising through any defect in the Products.

For more information on warranty coverage contact
Product Support on +44 (0) 844 665 7610
Email: support@Cryptontechnology.com

EXTENDED WARRANTY /SERVICE CONTRACTS

EXTENDED WARRANTY

Extended warranty is available as an option on selected products. In all cases the standard warranty terms above are applied for the extended period.

SERVICE CONTRACTS

Service contracts can include various levels of cover from extended warranty to calibration and service visits. For details of service contracts please contact our sales team, the contact details are on page three.

Any contract that includes calibration must be paid at least 14 days before calibration is due. Contracts taken out with less than 14 days notice will be invoiced for a single calibration in addition to the contract. Where a single calibration is taken we will calibrate at the earliest opportunity, however due to prior engineer commitments we cannot guarantee the timescales of the calibration visit.

All calibration and service visits are carried out by qualified engineers to the required standards, complying with appropriate legislation. Specific details are available upon request.