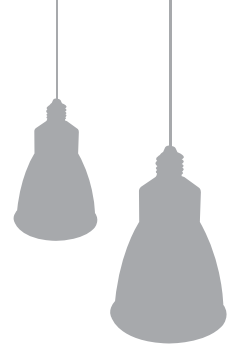


# LIMITED WARRANTY STATEMENT



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This limited warranty shall apply to the DOMAG product (the “Product”). DOMAG warrants that the product is at the time of its original dispatch to the buyer, is free of defects in materials and workmanship (“Limited Warranty”).

This Limited Warranty is subject to the following terms and conditions:

**1.** This Limited Warranty is given only to the original purchaser of the Product (“Customer”). It shall neither exclude nor limit.

- a) any statutory rights of the Customer or
- b) any of the Customer’s rights against the seller/dealer of the Product.

**2.** This Limited Warranty shall last for twenty-four (24) months from the date of original purchase. (“Warranty Period”)

Customer shall present the PROOF OF PURCHASE upon claiming this Limited Warranty. This Limited Warranty may not be sold-on, assigned, transferred or given to any subsequent purchaser or acquirer of the Product. This Limited Warranty is only valid and enforceable in the country where the Product is sold to / indicated on the PROOF OF PURCHASE. Moreover, if Product is returned to be repaired under this Limited Warranty in the place other than where you purchased, DOMAG attempts to repair such Product but cannot guarantee the outcome. Warranty service availability and response times may vary from country to country and may also be subject to a registration requirement in the country of purchase.

**3.** Throughout the Warranty Period, DOMAG or its authorized agent will, at their discretion, without charge and subject to Clause 7 repair or replace a defective Product. Repair or replacement may involve the use of functionally equivalent reconditioned unit. DOMAG will return the repaired Product or replaced with another functional equivalent Product to the Customer in good working condition. All replaced faulty parts or components will become the property of DOMAG.

**4.** This Limited Warranty applies only to the hardware components of the Product as originally supplied and does not apply to any of the packaging or other equipment.

5. If DOMAG repairs or replaces the Product, the repaired or replaced Product shall continue to be warranted for the remaining time of the original Warranty Period or for three (3) months from the date of repair or replacement, whichever is longer.

6. Before returning any unit for service, remove any confidential, proprietary, or personal information from the Product. DOMAG is not responsible for the damage to or loss of any emblems, data, or removable prints.

7. THIS LIMITED WARRANTY SHALL NOT APPLY IF THE DEFECT WAS CAUSED THROUGH ANY OF THE FOLLOWING:

- a) the Product serial number, indicator or the warranty seal has been removed, erased, defaced, altered or is illegible; or
- b) deterioration of the Product due to normal wear and tear; or
- c) use other than in accordance with the user manual, rough handling, exposure to moisture, dampness or extreme thermal or environmental conditions or a rapid change in such conditions, corrosion, oxidation, unauthorized modifications or connections, unauthorized opening or repair, repair by use of unauthorized spare parts, accidents, forces of nature, or other actions beyond the reasonable control of DOMAG (including but not limited to deficiencies in consumable parts) unless the defect was caused directly by defects in materials or workmanship. This Limited Warranty does not cover physical damage to the surface of the Product including but not limited to cracks or scratches on the body structure or any parts thereof; or
- d) the defects caused by the fact that the LED or driver has been short-circuited or by the fact that the seals of the LED or driver enclosure are broken or show evidence of tampering or by the fact that the LED or driver has been used in equipment other than those for which it has been specified; or
- e) the defect was caused by a defective function of the electrical outlet, network or other system; or
- f) the Product specification needs to be modified/upgraded due to changes in electrical network parameters; or
- g) the defect was caused by the fact that the Product was used with or connected to an accessory not approved or provided by DOMAG or used in other than its intended use and where it can be shown by DOMAG that such defect is not the fault of the Product itself.

8. Your Product may contain country specific elements, including certifications. If the Product has been re-exported from its original destination country to another country, the Product may contain country specific elements that are not considered to be a defect under this Limited Warranty. Any claim under this Limited Warranty is subject to you notifying DOMAG or a DOMAG authorized service agent of the alleged defect within a reasonable time of it having come to your attention and in any event no later than before the expiry of the Warranty Period.

9. In the event of Product failure, the Customer should take the following actions:
- Refer to the user manual in order to identify and possibly correct the problem.
  - If the problem cannot be resolved by reference to the user manual the Customer should then contact the dealer where such Product was purchased or visit our website, or DOMAG office center for further information.
  - Before the Customer contacts DOMAG service agent, please ensure the following information is at hand:

The model and serial number of the Product.

The Customer's full address and contact information.

A copy of the Customers original invoice, receipt or bill of sale of the purchase of the Product. DOMAG will provide the Customer with instructions regarding how and when the defective Product should be returned.

DOMAG will not be responsible for paying the costs in connection with both the return of the defective

product to DOMAG and the repaired Product back to the Customer if the Defective Product is determined to be of the Customer's fault within the Warranty Period.

**10.** THIS LIMITED WARRANTY STATES THE ENTIRE WARRANTY GIVEN BY DOMAG TO THE CUSTOMER. ALL IMPLIED WARRANTIES OF SATISFACTORY QUALITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE RELEVANT WARRANTY PERIOD. IN NO EVENT SHALL DOMAG BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS, TO THE FULLEST EXTENT THAT THOSE LOSSES OR DAMAGES CAN BE DISCLAIMED BY LAW. IN ANY CASE DOMAG AND ITS SUPPLIERS ENTIRE LIABILITY UNDER ANY PROVISION OF THIS LIMITED WARRANTY SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY THE CUSTOMER FOR THE HARDWARE. DOMAG does not exclude or limit liability for personal injury or death resulting from its own negligence. Some countries do not allow exclusions or limitation of incidental or consequential loss or damage, or limitation of the duration of implied warranties, in those circumstances the preceding limitations or exclusions may not apply to such Customers. This warranty gives the Customer specific legal rights; the Customer may also have other rights, which may vary from country to country. This limited warranty does not affect the Customers statutory rights in law specific to the country of purchase, such rights remain protected. This Limited Warranty will be updated by DOMAG from time to time. Please visit DOMAG website or contact Customer Support to obtain the latest version of the Limited Warranty for the Product.

