

## Specifications of warranty policies and terms

The next section features specifications to the warranty policies and terms of Endress+Hauser Oy (hereinafter referred to as the Supplier).

### **Warranty policies**

If a defect is detected, the customer must submit a written or otherwise documentable (email) report of it to the Supplier's contact person.

The report must describe how and when the defect was detected and name the contact person who will handle the matter in future as well as the product's serial number.

The contact request and the received information will be recorded in the Supplier's information system, and the customer's contact person will be informed that the message is being processed.

The Supplier's specialist will call the customer's contact person as soon as possible in order to acquire more information about the defect.

Based on the discussions had, the parties will decide on any further measures to be taken. The measures will be recorded in the Supplier's information system and confirmed to the customer's contact person by email.

Further measures agreed together may include the following:

- The Supplier will send out a remote connection hardware to carry out further assessments in the customer's premises.
- A visit to the premises by the Supplier's specialist will be agreed on to carry out further assessments.
- The faulty device will be sent to the Supplier's maintenance center for further assessment.

The decision on whether the device is covered by warranty will be made based on the further assessments. A report of the further assessments and the factors that led to the decision will be sent to the customer. The Supplier's specialist will also call the customer to review the case.

A customer satisfaction survey will be sent to the customer from the Supplier's information system to review the case.

### **Additions to warranty terms**

The Supplier is not responsible for any external factors affecting the operation of the device, such as:

- deviations from the design values of the process environment, or incorrect installation or defective commissioning of the device

- inadequate maintenance measures carried out by the customer, or defects caused by changes made without the Supplier's written consent or defective repairs
- normal wear due to the device's purpose of use.

The Supplier's warranty liability does not include:

- disconnection from the process or connection to the process
- any indirect costs
- other external factors.

The customer must ensure unobstructed and safe access to the device.

The inspections and repairs of a device under warranty will be carried out free of charge. Any travel expenses and hours spent on waiting/potential safety training will be charged in accordance with the valid price list.

Inspection and repair costs and other expenses will be charged in accordance with the valid price list, if the warranty claim is deemed unfounded. A minimum charge of expenses is EUR 310.

A back-up device is not included in the further assessments or the warranty procedure. The customer may order a new device at their own cost if they wish.