

## Product Warranty Statement

Contacta warrants that the new Contacta product will perform substantially and be free from defects arising from defective materials or workmanship during the Warranty Period which commences from the date of shipment (please see table below for the duration of the Warranty Period).

| Product                                                                                                                                                                                          | Warranty Period |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| All Large Area Loop Drivers<br>(HLD, V Series and V PRO Ranges)                                                                                                                                  | 5 Years         |
| HLD3 Hearing Loop Driver<br>Remote Monitoring Module (RMM1)<br>Speech Transfer Systems<br>Counter Loop Systems<br>Portable InfoLoop (PIL)<br>(battery must be charged within a 12-month period), | 2 Years         |
| Infrared (IR) and<br>Radio Frequency (RF) Product Ranges                                                                                                                                         | 2 Years         |
| Field Strength Meters (FSM)<br>Test Signal Generators (TSG)<br>Loop Listener (RX20)<br>Loop Pad<br>Contacta Brand Microphones and<br>External Power Supplies                                     | 1 Year          |
| IR and RF Batteries                                                                                                                                                                              | 6 Months        |

### Warranty Coverage

Should a product covered by this warranty fail because of any defect in materials or workmanship under proper use, Contacta shall free of charge and at its sole discretion either repair, replace or provide a refund or credit note to the value of the amount already paid in respect of the defective product.

Contacta's liability shall be limited to the price of the product. In no circumstances shall Contacta be liable for any loss of profit, business, contracts, revenue, or anticipated savings, or for any special indirect or consequential damage of any nature.

### Warranty Exclusions

- Damage by improper use and improper or incorrect installation. This includes damage to any parts due to over amplification or connection to an incorrect supply voltage.
- Damage caused by neglect or abuse. This includes accidental dropping, penetration of water, incorrect mounting or exposure to excessive temperatures or humidity.
- Damage caused by failure to follow set up procedures and/or operating instructions according to the product Manual.
- Damage due to wear and tear sustained during normal use.

### Voidance of Warranty

- Any product that has had the serial number defaced, altered or removed.
- Any product where repair has been made or attempted by anyone other than Contacta or a Contacta authorized repairer.
- Any product in or to which unauthorized parts or accessories have been found to be incorporated in or connected to it.