

Warranty and Service Options

In order to provide customers with the best service and support available for our equipment, Hydronix offers a choice of Service Options which benefit both resellers and end-users.

- **Standard 2 Year Warranty.** This provides cover against defective parts, materials, and workmanship for 2 years from the invoice date from Hydronix Limited.
- **Extended 4 Year Warranty.** This is an optional warranty that can be purchased and provides cover for a total of 4 years from the date of invoice by Hydronix Limited.
- **Warranty Service Exchange Units.** This is a free of charge service, in the event of warranty failure of a Hydronix product. An equivalent replacement unit will be immediately dispatched (subject to available stock) to replace a faulty unit. This service is also available for non-warranty returns for a fee. Full Service Exchange terms are detailed below.

1 Standard 2 Year Warranty

This is free of charge and is the standard warranty cover that Hydronix offers on all products.

- The Standard Warranty provides cover against defects in workmanship and/or parts and materials. All parts that prove to be defective during the period of warranty will be repaired or replaced.
- All Hydronix warranties are transferable with ownership of the product.
- Any outbound shipping charges will be paid by Hydronix.
- Hydronix will endeavour to return all repairs within 15 working days of receipt excluding customer quote intervals.
- Consumer Statutory Rights are not affected.

1.1 Warranty Period

- 2 years from the date of invoice by Hydronix Limited.
- All repairs are covered by a 2-year warranty or the remainder of the extended warranty, whichever is greatest.

2 Extended 4 Year Warranty

The Extended 4 Year Warranty may be purchased retrospectively within 6 months of the initial date of invoice by Hydronix and extends cover to a total period of 4 years. The unit to be covered must be unused and boxed at the point of purchase of an Extended 4 Year Warranty.

The Extended 4-year warranty provides all of the cover of the Standard Warranty together with the following additional benefits:

- An enhanced Service Exchange policy, see Warranty Service Exchange below, "If-in-doubt, swap-it-out". Hydronix agrees to waive the Service Exchange charges and the associated shipping charges (excluding local duties and taxes) for the first unit returned for a given "incident" regardless of the warranty status of the returned unit.

An 'incident' is the occurrence of a fault that may or may not be related to Hydronix equipment, but which has caused a Hydronix product to be returned with a suspected fault. Hydronix limits the Service Exchange waiver of charges to one incident to avoid being liable for multiple replacement of units where the fault or cause of damage is outside the control of Hydronix.

2.1 Warranty Period

- 4 years from the initial date of invoice by Hydronix.

3 Limitations of Warranty

Warranty shall not apply if the defect occurs through any of the following: -

- Uses other than in accordance with those specified within the Product User Guide.
- Use in environmental and operational conditions outside of those specified and recommended by the Product User Guide.
- Accidental damage, misuse and abuse, improper handling, incorrect wiring or installation, external forces such as a power surge cause by lightning or where welding has taken place on the product or on associated equipment and machinery during installation or maintenance.
- Deterioration of the product due to excessive wear and tear. Parts specifically designed to be replaceable wear parts are identified as such and are not warrantied against wear except in cases where a minimum life expectancy is stated.
- Warranty will not apply if the equipment warranty seals are found to be damaged or the equipment has been altered, modified, repaired, or deemed to have been opened or disassembled without prior authorisation from Hydronix.

4 Warranty Service Exchange, Replacement Units

This procedure ensures that customers receive a replacement unit at the earliest opportunity. If the returned unit has suffered a warranty failure there is no-charge for this service.

Hydronix will dispatch an immediate replacement unit, (Service Exchange Unit) subject to available stock. Hydronix will not charge for the service or the shipping costs (excluding local duties and taxes) if the fault is covered by any of the Hydronix Warranties. In the event of a returned unit not being classified as a warranty return i.e. as having suffered damage through misuse or accident, Hydronix will invoice the Service Exchange Fee, any associated shipping charges and for the repair costs for the returned equipment.

The exchange of units is permanent. Ownership of the Service Exchange Unit sent to the customer remains with Hydronix until full and final payment of any outstanding associated Service Exchange charges and repair charges for the returned unit associated with the exchange. Ownership of the faulty unit passes to Hydronix upon receipt of the faulty unit.

Hydronix will dispatch the Service Exchange Unit immediately and in good faith that the unit reported as faulty will be returned within 30 days. Hydronix reserves the right to invoice the full retail price for the unit dispatched in the event of non-receipt of the unit due to be returned. The invoice and any associated costs will be raised against the company that has requested the Service Exchange replacement unit. This may not necessarily be the owner of the faulty unit that is to be returned.

For Fixed Price Repair Service - Service Exchange Terms and Conditions (HD1181) and current pricing are available on request. Otherwise Service Exchange Terms and Conditions (HD0576) and current pricing are available on request.

5 Non-Warranty Service Exchange, Replacement Units

This chargeable option enables customers who have equipment that is no longer covered by warranty to benefit from an immediate replacement unit.

- This service is not available for products over 5 years old, from the date of original sale by Hydronix. Older units must be returned to Hydronix for assessment and repair.
- The process is the same as for the Warranty Service Exchange with the exception that a charge is made for the service, and shipping charges and for the repair of the returned faulty unit.
- Standard Service Exchange Terms and Conditions (HD0576) are available from Hydronix upon request if not using the Fixed Price Repair Service Scheme.
- Fixed Price Repair Scheme Service Exchange Terms and Conditions (HD1181) Available upon request.

6 Units Beyond Economic Repair Return to Sender

Any unit deemed Beyond Economic Repair will be disposed of in accordance with UK Waste Electrical and Electronic Equipment Disposal regulations. If a unit must be returned Hydronix must be notified in advance. This will incur a carriage and handling fee.

7 Limited Liability and Buyer Responsibility

Hydronix products are sold in accordance with the Hydronix Terms and Conditions of Sale (HD0444). Limitations of liability and the responsibilities of the Buyer are defined in Hydronix Terms and Conditions of Sale (HD0444).

8 Jurisdiction

This warranty shall be governed by and construed in accordance with the laws of England and shall be subject to the exclusive jurisdiction of the English Courts.