

## WARRANTY

This Limited Warranty applies to products purchased from us.

### COVERAGE OF WARRANTY

This limited Warranty covers any defects in material or workmanship under normal use during the 10 Year Warranty Period. During the Warranty Period, We will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use or maintenance. If a defect exists, and is obligated under this warranty, We will either (1) repair the product at no charge using new or refurbished parts or (2) exchange the product with a product that is new or that has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product.

### WARRANTY PERIOD

The Warranty Period for products purchased from us extends 10 years from the date of purchase. A replacement product or part assumes the remaining warranty of the original product or part or 10 years from the date of replacement or repair, whichever is longer.

### EXCLUSIONS AND LIMITATIONS

This Limited Warranty does not cover products under these conditions:

1. Conditions, malfunctions or damage not resulting from defects in material or workmanship
2. Improperly operated devices (eg. Assembled incorrectly, mishandling, over loading, etc.)
3. No proof of purchase
4. Items that are unidentifiable by serial number or otherwise
5. Purchases from unauthorized sellers
6. Non quality related issues (after 30 days after purchase)
7. Free products
8. Lost or Stolen Products

### OBTAINING A WARRANTY SERVICE

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution for you.

Our support team will respond to you as soon as possible. Please include a detailed response with:

1. The issue you're experiencing
2. When the issue occurred
3. How the issue occurred
4. What steps you took before the issue occurred