

# Standard 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
Large Area Loop Drivers (HLD and V Series ranges)	5 Years
Radio Frequency Systems, Infrared Systems	2 Years
Speech Transfer Systems, Counter Loop Systems, Portable Counter Loop Systems (battery must be charged within a 12 month period), Q-Control Systems, Portable Large Area Loop Systems (other than the driver, which is classed as a larger area loop driver), Connection Cables, Inductive Cables and Tapes, Microphones, Field Strength Meters, Signal Generators and Loop Listeners	1 Year
Earphones, Headphones, Batteries, Signs and Stickers	6 Months
Cash Handling Products	1 Year

## 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 sums 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 authorised repairer.
- Any product in or to which unauthorised parts or accessories have been found to be incorporated in or connected to it.

For Contacta's product returns policy and procedures please go to <http://www.contacta.co.uk/returns> for further information.