

## **ONE (1) YEAR LIMITED WARRANTY (NEW PRODUCTS)**

For a period of one year after the date of original shipment from our factory, products manufactured by Multi-Électronique (MTE) Inc. are warranted to function properly and be free of defects in materials and workmanship. Should a Multi-Électronique (MTE) Inc. instrument fail during the warranty period, return it freight pre-paid to our factory. We will repair it (or at our option, replace it) at no charge, and ship it back to you at your charge using the carrier of your choice.

### **Limited warranty on service & repairs**

Your warranty begins from the day (the "Purchase Date") you purchase the Product from Multi-Électronique (MTE) Inc. and is valid for a period of one year. This warranty is only available to the original purchaser of the Product and is not transferable.

For all equipments that are use on or under water, the warranty ends after one year or with the first deployment, whichever occurs first.

Equipments manufactured by other companies are warranted only to the limit of the warranties provided by their original manufacturers (typically 1 year).

Electrical cables and dummy plugs are warranted to function properly and be free of defects in materials and workmanship for 1 year.

This warranty is void if in our opinion the instrument has been damaged by accident, mishandled, altered, improperly serviced, or repaired by the customer where such treatment has affected its performance or reliability. In the event of such misuse/abuse by the customer, costs for repairs plus two-way freight costs will be borne by the customer. Instruments found defective should be returned to the factory carefully packed, as the customer will be responsible for freight damage.

Incidental or consequential damages or costs incurred as a result of product malfunction are not the responsibility of Multi-Électronique (MTE) Inc.

### **Service / Warranty exclusions – what is not covered by this warranty?**

The following items are specifically excluded from, and not covered by, this limited warranty:

- Service, repairs or replacement made necessary by accident, misuse, abuse, moisture, liquids, dust, dirt, neglect, accident, damage, improper installation, improper operation, improper cleaning, improper maintenance, normal wear and tear, or any other event, act or omission outside the control of Multi-Électronique (MTE) Inc.
- Replacement of missing parts, the provision of retrofits, or preventive maintenance.
- Installation or removal of accessory retrofits, peripheral equipment or computer systems of which the Product may be a part.
- Service, repair or replacement made necessary by, or relating to, improper connection with any peripheral.
- Software, software faults, or software replacement or fixes.
- Repair or replacement of batteries, covers, plastics, or appearance parts such as interior or exterior finishes or trim.
- Batteries, zinc anodes or other consumable/expendable items are not covered under this warranty.

- Repair of damage that is cosmetic only or does not affect Product functionality, such as wear and tear, scratches, dents, and scratched, faded or discolored keycaps.
- Service made necessary by any external cause, including fire, theft, acts of God, alteration, problems arising from software or hardware not supplied by Multi-Électronique (MTE) Inc., power failures, power surges or power shortages, lightning, other electrical faults, or repairs, modifications or replacements by persons other than those authorized by Multi-Électronique (MTE) Inc. to service the Product.
- On-site service and repair of the Product.
- Damage to Product caused by failure to follow the specifications, User manuals or Guides as to usage and/or storage.
- Modification to the Products not approved in writing by Multi-Électronique (MTE) Inc.

### **Disclaimer and Limitation of Remedy**

Multi-Électronique (MTE) Inc. can not be held responsible for any injury caused by use of Multi-Électronique (MTE) Inc. Product.

Multi-Électronique (MTE) Inc. can not be held responsible for any monetary lost cause by a unit failure of any sort

Multi-Électronique (MTE) Inc. can not be held responsible for any damage to Multi-Électronique (MTE) Inc. product caused by misuse or water intrusion.

You must read and follow all set-up and usage instructions in the applicable user guides and/or manuals enclosed. If you fail to do so, this product may not function properly and you may lose data or suffer other damage.

This warranty will not cover any service that is required, in part or in whole, as a result of any failure to follow the set-up and usage instructions. This warranty does not apply and shall be void and unenforceable if the product is opened, serviced, or repaired by persons other than those authorized by Multi-Électronique (MTE) Inc. to service or repair the product.

If your product fails to work as warranted above, your sole and exclusive remedy shall be repair or replacement of the defective part. In no event will Multi-Électronique (MTE) Inc. be liable to you or any third party for any damages. This limitation applies to damages, costs or expenses of any kind whatsoever including damage to, or loss or corruption of, your records, programs, data or removable storage media, or any direct or indirect damages, lost profits, lost savings or other special, incidental, exemplary or consequential damages, or wheter arising out of the use of or inability to use such product and/or the enclosed user guides and or manuals.

### **Pre-Installed software & options**

Multi-Électronique (MTE) Inc. offers no warranty or representation, either expressed or implied, with respect to software, its quality, performance, merchantability, fitness for a particular purpose or otherwise. Nor does Multi-Électronique (MTE) Inc. warrant that the functions contained in this software will meet your requirements or that the operation of this software will be uninterrupted or error free. As a result, unless otherwise stated in writing, this software is provided "as is". Should this software prove defective, you, the purchaser, are assuming the entire risk as to its quality and performance as well as any costs associated with servicing, repair, or correction. In particular, Multi-Électronique (MTE) Inc. shall have no liability for any programs or data stored or used with Multi-Électronique (MTE) Inc. Products, including the costs of recovering such programs or data. Factory installed hardware items included or bundled with your Product are covered under this Limited Warranty. Multi-Électronique (MTE) Inc. accessory items purchased with the Product are covered by their own respective limited warranties.

## **We are here for you**

We believe in our customers and we are here for you. We understand that you may have questions regarding your Multi-Électronique (MTE) Inc. Products. Should you require any assistance, from technical questions to more general information, our Technical Support and Customer Service staff is available to you. You may reach any one of our Technical Support or Customer Service Representatives by contacting our Support line at 418-724-5835 or visit our website at [www.multi-electronique.com](http://www.multi-electronique.com). Please note that when you call the Multi-Électronique (MTE) Inc. Support Center you will be asked to provide your name, phone number, address, model number and serial number of your unit if applicable, in order to provide you quality support. All customer information will be used internally under strict confidential policies. If you unit is Out of Warranty and you call the Multi-Électronique (MTE) Inc. Support Center, please be advised that your call may be chargeable.