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## SMAR WARRANTY TERM

1. SMAR guarantees the equipment of its own manufacture for a period of 24 (twenty four) months, starting on the day the invoice is issued. The guarantee is effective regardless of the day the product was installed. Third-party equipment and software are not included in this Term of Guarantee and Smar does not offer any guarantee or declaration in the name of the manufacturer. Any guarantees related to these products are the supplier or licensor responsibility.
2. SMAR products are guaranteed against any defect originating from manufacturing, mounting, whether of a material or manpower nature, provided that the technical analysis reveals the existence of a quality failure liable to be classified under the meaning of the word, duly verified by the technical team within the warranty terms.
3. Exceptions are proven cases of inappropriate use, wrong handling or lack of basic maintenance compliant to the equipment manual provisions. SMAR does not guarantee any defect or damage caused by an uncontrolled situation, including but not limited to negligence, user imprudence or negligence, natural forces, wars or civil unrest, accidents, inadequate transportation or packaging due to the user's responsibility, defects caused by fire, theft or stray shipment, improper electric voltage or power source connection, electric surges, violations, modifications not described on the instructions manual, and/or if the serial number was altered or removed, substitution of parts, adjustments or repairs carried out by non-authorized personnel; inappropriate product use and/or application that cause corrosion, risks or deformation on the product, damages on parts or components, inadequate cleaning with incompatible chemical products, solvent and abrasive products incompatible with construction materials, chemical or electrolytic influences, parts and components susceptible to decay from regular use, use of equipment beyond operational limits (temperature, humidity, etc.) according to the instructions manual. In addition, this Warranty Certificate excludes expenses with transportation, freight, insurance, all of which are the customer's responsibility.
4. For warranty or non-warranty repair, please contact your representative.  
  
Further information about address and contacts can be found on [www.smar.com/contactus.asp](http://www.smar.com/contactus.asp)
5. In the event the client requires technical assistance in his installations during the period of guarantee, the hours spent in work and travel shall be charged according to SMAR values, as well as the expenses incurred by the service technician in transportation, meals and lodging, in addition to disassembling and assembling costs, if any. After detecting a problem covered by guarantee during the field service requested, the costs with parts and pieces shall be incurred by SMAR.
6. The repair and/or substitution of defective parts do not extend, under any circumstance, the original warranty term, unless this extension is granted and communicated in writing by SMAR.
7. No Collaborator, Representative or any third party has the right, on SMAR's behalf, to grant warranty or assume some responsibility for SMAR products. If any warranty would be granted or assumed without SMAR's written consent, it will be declared void beforehand.
8. Cases of ExtendedWarranty acquisition must be negotiated with and documented by SMAR.
9. If necessary to return the equipment or product for repair or analysis, contact us.  
See item 4.
10. In cases of repair or analysis, the customer must fill out the Revision Requisition Form (FSR) included in the instructions manual, which contains details on the failure observed on the field, the circumstances it occurred, in addition to information on the installation site and process conditions. Equipments and products excluded from the warranty clauses must be approved by the client prior to the service execution.
11. In cases of repairs, the client shall be responsible for the proper product packaging and SMAR will not cover any damage occurred in shipment.

## **Smar Warranty Certificate**

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12. In cases of repairs under warranty, recall or outside warranty, the client is responsible for the correct packaging and packing and SMAR shall not cover any damage caused during transportation. Service expenses or any costs related to installing and uninstalling the product are the client's sole responsibility and SMAR does not assume any accountability before the buyer.
13. It is the customer's responsibility to clean and decontaminate products and accessories prior to shipping them for repair, and SMAR and its dealer reserve themselves the right to refuse the service in cases not compliant to those conditions. It is the customer's responsibility to tell SMAR and its dealer when the product was utilized in applications that contaminate the equipment with harmful products during its handling and repair. Any other damages, consequences, indemnity claims, expenses and other costs caused by the lack of decontamination will be attributed to the client. Kindly, fill out the Declaration of Decontamination prior to shipping products to SMAR or its dealers, which can be accessed at [www.smar.com/doc/declarationofcontamination.pdf](http://www.smar.com/doc/declarationofcontamination.pdf) and include in the packaging.
14. The equipment shipped to SMAR technical assistance may have their configuration and data values restored to the default values during the repair process. The client shall previously store such data or configurations before sending the equipment to technical assistance. SMAR is not responsible for the loss of these data and/or configuration.
15. This warranty certificate is valid only when accompanying the purchase invoice.

### **Note: Manuals**

Dear Customer, the product manuals are available for download on our website ( <http://www.smar.com/en/manuals> ), in case of doubts contact us by email: [certification@smar.com](mailto:certification@smar.com)

### **Note: Device Library**

Dear Customer, the DD's, DTM's and GSD's files for smar products are available for download on our website ( <http://www.smar.com/en/support#devicelibrary> ), in case of doubts contact us by email: [techsupport@smar.com.br](mailto:techsupport@smar.com.br)