

Extended warranty - policy and terms
Fire systems and devices



Powering Business Worldwide

1. Standard warranty

1.1. Eaton's Standard Terms and conditions of sale are available at the following link (for the relevant country from which Eaton sells such Supplies):
<http://www.eaton.eu/Europe/TermsConditions/index.htm> (the "Standard Eaton Terms").

1.2. All Supplies shall be covered by the 12 (twelve) month warranty set out in the Standard Eaton Terms ("Warranty").

1.3. Defined terms used but not defined herein shall bear the meanings assigned to them in the Standard Eaton Terms.

1.4. In cases where the Warranty applies and where Supplies are installed at heights of more than 5 (five) meters or where any form of special access equipment may be required to enable access to such Supplies, the Buyer shall ensure that any equipment required to access the Supplies will be available to Eaton at the Buyer's cost.

2. Extended warranty

2.1. In addition to the Warranty and only in relation to Supplies identified in Paragraph 3 'Product Warranty Levels' of this Extended Warranty document as 'Level 1,' 'Level 2,' 'Level 3,' 'Level 5,' or 'Level 10' Supplies, Eaton warrants that, with effect from the expiry of the 12 (twelve) month period of the Warranty, those Supplies shall be free from Defects under normal use for an additional period of:

- Level 10 supplies, **Standard Warranty** plus additional 108 (One Hundred and Eight) months from date of invoice of such Supplies. 120 (One Hundred and Twenty) months total warranty provision
- Level 5 supplies, **Standard Warranty** plus additional 48 (Forty Eight) months from the date of invoice of such Supplies. 60 (Sixty) months total warranty provision.
- Level 3 supplies, **Standard Warranty** plus additional 24 (twenty four) months from date of invoice of such Supplies. 36 (Thirty Six) months total warranty provision
- Level 2 supplies, **Standard Warranty** plus additional 12 (Twelve) months from date of invoice of such Supplies. 24 (Twenty Four) months total warranty provision
- Level 1 supplies are covered by the Standard Warranty only

2.2. The provisions of the Warranty shall, subject to the provisions of clause 2.3, continue to apply in full during the term of the Extended Warranty.

3. Product warranty levels

3.1. The table below details products contained in Level 1, Level 2 and Level 3.

	Fire system	Devices	Voice communication systems
Level 1		Mosquito Detector special	Amplifiers and Voice Alarm Systems Emergency Assistance Alarms Speakers
Level 2		Hazardous area	
Level 3	Detection Panels Extinguishing Panels Repeater Panels Stand Alone Power Supply	Askari Asserta Beacon Bell Base sounder Callpoint Detector Door Release Interfaces Remote Indicators Roshni Sign Board Stack Light Symphoni US Range	EVAX VoCALL range Wheelock Speakers
Level 5		SOLEX LED	
Level 10		X10	

SOLEX LED refers to product designation SO/LED/*

2.3. The following provisions shall apply to the Extended Warranty:

2.3.1. The Buyer must notify Eaton in writing of any Defect within 7 (seven) days of the date that the relevant Defect is discovered by or notified to the Buyer, with such notice providing details in full of the part number(s), batch/serial code(s), purchase order/invoice, location(s), observed failure mode and any related information in respect of the Defect in the relevant Supplies;

2.3.2. The Buyer must immediately cease using or operating the Supplies in respect of which any Defect is discovered;

2.3.3. Any Supplies in respect of which a Defect is discovered must be returned to Eaton after acknowledgement by Eaton in writing of receipt of the notice contemplated in clause 2.3.1 to such location as Eaton may reasonably determine at the risk and cost of the Buyer;

2.3.4. Upon receipt of Supplies returned to Eaton under the Extended Warranty, Eaton shall inspect such Supplies and shall, in its discretion, repair or replace any Supplies in respect of which a Defect is discovered. In the event that no Defect is discovered in such Supplies, Eaton shall be entitled to invoice and the Buyer shall pay for any costs incurred by Eaton in respect of such investigation;

2.3.5. The unexpired term of the Extended Warranty shall apply in respect of any Supplies repaired or replaced by Eaton under the Extended Warranty, the term of which shall not be extended pursuant to such repair or replacement;

2.3.6. The Extended Warranty shall not apply:

2.3.6.1. If any Supplies are used, operated or installed in any manner not in accordance with the specifications, instructions or installation instructions supplied by Eaton in relation to such Supplies or which have been changed, modified or amended in any manner subsequent to being supplied by Eaton;

2.3.6.2. To any third party devices converted for fire operation; and

2.3.6.3. To any batteries used within detection, extinguishing or repeater panels; and

2.3.6.4. To any luminaires powered by Xenon technology; and

2.3.6.5. To the light emitting diodes (to the exception of the SOLEX LED for which light emitting diodes are covered by the Extended Warranty), transducers or loud speaker after 24 (Twenty Four) months

2.3.7. Any variations to the Extended Warranty agreement must be agreed to prior to the purchase of supplies with the Eaton Fire Product Line. Documented sign off by the Eaton Fire Product Line is required as proof of agreement.



Warranty wording in Eaton standard terms and conditions:

4. Warranty

4.1. Unless otherwise agreed in writing by the Parties, Eaton warrants to the Buyer that the Supplies shall be free from defects in design, material, and workmanship ("Defects"), under normal use, for a maximum period of twelve (12) months ("Warranty") from the date of invoice for such Supplies. Eaton shall, subject to the provisions of these Terms and for the duration of the Warranty, remedy any material Defect in the Supplies resulting from faulty design, material or workmanship which impairs the functioning of the relevant Supplies. There shall be no claims based on Defects in cases of insignificant deviations, of only minor impairment of usability or from non-reproducible software errors.

4.2. This limited Warranty shall not apply to any Supplies or component thereof which:

4.2.1. has been repaired or altered outside of Eaton's factory in any manner so as, in Eaton's sole judgment, to affect its serviceability;

4.2.2. has been subject to alteration, accident, misuse, abuse, neglect or abnormal wear;

4.2.3. has been installed, operated or used in a manner contrary to Eaton's instructions, or due to failure to follow Eaton's instructions for operation and maintenance;

4.2.4. has been subjected to abnormal or unusual physical or electrical stress or environmental conditions misused or negligently handled or operated.

4.3. Eaton shall not be liable for damage due to third party acts, atmospheric discharges, excess voltage, chemical influences and for loss and damage in transit.

The Warranty does not cover the replacement of parts subject to normal wear and tear. Eaton gives no warranty for the sale of used Supplies. If the Supplies are manufactured by Eaton on the basis of design data, design drawings, models or other specifications supplied by the Buyer, Eaton's Warranty shall be restricted to non compliance with the Buyer's specifications as approved by Eaton under these Terms.

4.4. Eaton's sole obligation and Buyer's sole remedy under the Warranty shall be, at Eaton's option and discretion, to either repair or replace at no additional charge, the Defective Supplies (or the Defective part of the Supplies) thereof, which is proved to breach such Warranty.

4.5. Except for the express Warranty set forth above, Eaton makes no other representations or warranties, express or implied, statutory or otherwise, regarding the supplies, their fitness for any particular purpose, their merchantability, their quality, their non infringement, or otherwise.

4.6. The Buyer shall expressly not have any claim with regard to expenses incurred in the course of supplementary performance, including costs for travel, transport, labour, and material, to the extent that expenses are increased because the subject-matter of the Supplies has subsequently been brought to another location than the place of delivery.

4.7. All drawings, descriptive matter, specifications and advertising issued by Eaton and any descriptions or illustrations contained in Eaton's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Supplies described in them. They will not form part under these Terms in general or this Warranty specifically. Eaton may make any changes in the specifications, design or materials of the Supplies which are required to conform with any applicable safety or other statutory requirements, or where the Supplies are to be supplied to Eaton's specifications, which do not in Eaton's reasonable opinion materially affect the quality or performance of the Supplies.

4.8. The Buyer shall only have a claim for damage based on Defects within the limits set forth in these Terms.

Eaton's full standard terms and conditions are available at the following link (for the relevant country from which Eaton sells such Supplies):

<http://www.eaton.eu/Europe/TermsConditions/index.htm> (the "Standard Eaton Terms").

Eaton is a power management company with 2017 sales of \$20.4 billion. We provide energy-efficient solutions that help our customers effectively manage electrical, hydraulic and mechanical power more efficiently, safely and sustainably. Eaton is dedicated to improving the quality of life and the environment through the use of power management technologies and services. Eaton has approximately 96,000 employees and sells products to customers in more than 175 countries. For more information, visit **Eaton.com**.

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