



## LIMITED WARRANTY STATEMENT 2024<sup>PRO</sup> Series

### WHAT THIS WARRANTY COVERS:

HEMC offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship, according to the following terms and conditions:

1. The limited warranty for the product extends for TWENTY-FOUR (24) MONTHS beginning on the date of purchase of the product with valid proof of purchase.
2. The limited warranty extends only to the original purchaser of the product and is not assignable or transferable to any subsequent purchaser. Only through a HEMC authorized Dealer the warranty can be transferred to the original end user.
3. The housing, bellows and cosmetic parts shall be free of defects at the time of shipment and, therefore, shall not be covered under these limited warranty terms.
4. Upon request from HEMC, the consumer must provide information to reasonably prove the date of purchase.
5. HEMC shall bear the cost of the shipping of the product, to the Customer Service Department of HEMC for inspection, and back to the customer. If after inspection it is determined the repair does not fall under warranty guidelines, the customer will be billed the incoming and outgoing shipping fees, as well as the repair.

### WHAT THIS WARRANTY DOES NOT COVER:

1. Defects or damages resulting from use of the product in other than its normal and customary manner.
2. Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of HEMC, including damage caused by shipping, blown fuses, spills of food or liquid.
3. Alleged defect or malfunction of the product during the applicable limited warranty period not reported by the end user to HEMC prior to the expiration of the warranty period as defined.
4. Products which have had the serial number removed or made illegible.
5. Damage resulting from use of non-HEMC approved accessories.
6. All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use.
7. Products operated outside published maximum ratings.
8. Products used or obtained in a rental program.
9. Consumables (such as fuses).
10. This limited warranty is in lieu of all other warranties, expressed or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to any implied warranty of marketability or fitness for a particular use.

### WHAT HEMC WILL DO?

HEMC will, at its sole discretion, either repair, replace or refund the purchase price of any unit that does not conform to this limited warranty. HEMC may choose at its discretion to use functionally equivalent reconditioned, refurbished or new units or parts.

### STATE LAW RIGHTS:

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY, IS LIMITED TO THE DURATION OF THE WARRANTY EXPRESSED HEREIN. HEMC SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY APPLICABLE TO THIS PRODUCT.

Some states do not allow the exclusive limitation of incidental or consequential damages or limitations on how long an implied warranty lasts; these limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### HOW TO GET WARRANTY SERVICE:

To obtain warranty service, you may contact us by telephone, fax or email at:

Tel. 1-413-445-4263, Fax. 1-413-496-9254 or [info@hallowell.com](mailto:info@hallowell.com).

Visit [www.hallowell.com](http://www.hallowell.com)

Correspondence may also be mailed to:

Hallowell EMC

35 Downing Industrial Park

Pittsfield, MA 01201

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