airflow systems since 1980 www.retrotec.com

Manufacturing
1060 East Pole Road
Everson, WA USA 98247
P: 360-738-9835 F: 360-647-7724

Retrotec Limited Warranty

Warranty coverage

This limited warranty covers defects in materials and workmanship in "*Products*" manufactured by Retrotec to the extent of repair or replacement or refund at Retrotec's option. "Product Owner" is defined as the original end user and all their employees. In cases where the original purchaser is a Reseller who just resold the Product, the Product Owner would be the first end user.

Period of coverage

Warranty starts at the date of purchase if registration on Retrotec's website is completed within 30 days of purchase or the date of manufacture if not registered within 30 days of purchase.

Standard Limited Warranty
The standard limited warranty period is 2 years parts and labor.

Extended Limited Warranty
The extended limited warranty is 5 years parts and labor. Currently available in North America and Europe only.

Some additional exemptions may apply for both standard and extended warranty.

10-Year Warranty on Fan Shells from the date of purchase by the Product Owner and is limited to the parts cost for Model 5000 and 6000 fan shells in the case of breakage, shattering or cracking under normal usage but does not include any other components attached to the shell.

Refurbished equipment is 1 year parts and labor.

Flow Finder Warranty is 1 year parts and labor. Refurbished Flow Finder Warranty is 6 months parts and labor.

Pressure Vent LLC Pressure Relief Vents is 3 years parts and labor.

Warranty is 90-Days on:

- AirTracer Product Line
- Weather Strip as found on the Cloth Door Panel, Modular Door Panel, or Triple-Fan Molded Panel Set
- Fabric Products made with cloth such as Cloth Door Panels, Cases, Bags, Umbilicals, Covers and Caps
- Repaired or replaced equipment is for the balance of the original warranty or for 90 days from the date returned to the Product Owner, whichever is longer.
- Flex-duct

Who is covered

This limited warranty extends to the Product Owner, which is the company, or entity that first purchased the *Products* directly from Retrotec or from an Authorized Reseller. The Product Owner has the option of contacting Retrotec directly for warranty service.

How to get Warranty service

Most products that appear defective function perfectly upon receipt at our factory. Contact the company who sold you the equipment first to see if issues can be resolved without returning them since this will save time and shipping costs. Often gauges for example may stop working because of water in tubes, pinched tubes or leaking tubes. This is easy to detect and fix in the field.

Products purchased from Authorized Resellers
If bought directly from an authorized Retrotec Reseller, call them and describe your problem. Your reseller will decide whether:

- To send field replacement parts, or
- To authorize you to return the *Product* to the Reseller for service, or
- To send an immediate exchange, or
- To instruct you to contact Retrotec directly

Products purchased from Retrotec
If your *Products* were purchased directly from Retrotec, phone 1-888-330-1345 or send an email to support@retrotec.com and describe the problem. Proof of date of purchase may be required. Retrotec will decide whether:

- To send field replacement parts, or
- To send an immediate exchange, or
- To authorize you too return the *Product* to Retrotec for service

If Retrotec has issued a Return Materials Authorization (RMA), address the shipment to:

Wohler Retrotec Inc
1060 East Pole Road
Everson WA, USA, 98247
Attn: Warranty, Repair, & Calibration

Or if in Europe

Wohler Retrotec Europe BV
Hardermaat 12
7244 PZ Barchem Netherlands
Attn: Warranty, Repair, & Calibration

Do NOT ship to any other Retrotec address for repairs. Shipments sent to other addresses will be refused and returned to sender at their expense.

All returns must have freight, duty and brokerage prepaid and must include a note stating:

1. the problem
2. the contact person at your company
3. phone number
4. a return address

Factory return and repair
All *Products* covered by this warranty, with the exception of air-current testers, must be returned to Retrotec for repair and service at your expense for shipping, duty and brokerage. Returned products covered under this limited warranty will be repaired or replaced, free of charge, and returned to you at Retrotec's expense, (Continental USA Only) using the carrier and method of our choice. Rush or Expedited shipments will be at your expense. Products not covered under this limited warranty will be repaired and returned to you at your expense upon receipt of full payment for such repairs and shipping. *Products* where defects cannot be discovered will be shipped back at your expense.

This Limited Warranty does not cover

- Products resold by the Product Owner;
- Consumable parts, such as batteries, flexible ducts or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- Cosmetic damage, including but not limited to scratches, dents and broken plastic on ports and bulkheads;
- Damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause;
- Damage caused by operating the Retrotec Product outside Retrotec's published QuickGuides or Manuals;

- Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Retrotec or a Retrotec Authorized Service Provider (“RASP”);
- A Retrotec Product that has been modified to alter functionality or capability without the written permission of Retrotec;
- Any Retrotec Product that the serial number has been removed or defaced;
- Shipping costs to Retrotec (including any duties or applicable fees) for your warranted *Products*.
- Lost business due to hardware or software malfunctions or failure of any product to meet expectations unless such performance criteria;
- Any non-Retrotec branded hardware products or any software, even if packaged or sold with Retrotec hardware. Manufacturers, suppliers, or publishers, other than Retrotec, may provide their own warranties to you – please contact them for further information.
- Broken or cracked display screens on digital manometers.

Other limitations

This is Retrotec's complete warranty for the *Products*, and states your exclusive remedies. This limited warranty is given in lieu of all other express warranties. Implied warranties, including without limitation, the implied warranties of merchantability and fitness for a particular purpose are given only if specifically required by applicable law. Otherwise, they are specifically excluded.

No warranty is made that the software will meet your requirements or will work in combination with any hardware or applications software products provided by third parties or that any/all defects in the software products will be corrected.

In no event shall Retrotec be liable, whether in contract or tort (including negligence) for damages in excess of the purchase price of the *Product*, or for any indirect, incidental, special or consequential damages of any kind, or loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the ability or inability to use the Products, to the full extent these damages may be disclaimed by law.

Restocking Fee

For those Product Owners that wish to return their unused purchased Product to Retrotec there is a 25% restocking fee from their original purchase price. The Product Owner is also responsible for return shipping charges.