

AIPHONE LIMITED WARRANTY

Aiphone warrants its products to be free from defects of materials and workmanship under normal use and service for a period of 2 years* after delivery to the ultimate user and will repair free of charge or replace at no charge, should it become defective upon which examination shall disclose to be defective and under warranty. Aiphone reserves unto itself the sole right to make the final decision whether there is a defect in materials and/or workmanship; and whether the product is within the warranty. This warranty shall not apply to any Aiphone product which has been subject to misuse, neglect, accident, power surge, or to use in violation of instructions furnished, nor extended to units which have been repaired or altered outside of the factory. This warranty does not cover batteries or damage caused by batteries used in connection with the unit. This warranty covers bench repairs only, and any repairs must be made at the shop or place designated in writing by Aiphone. This warranty is limited to the standard specifications listed in the operation manual. This warranty does not cover any function that is added by users or suppliers when used in connection with third-party products. Please note that any damage or other issues caused by a failure to use the unit in connection with Aiphone products are also not covered by this warranty. Aiphone will not be responsible for any costs incurred involving on-site service calls. Aiphone will not provide compensation for any loss or damage incurred by the breakdown or malfunction of its product during use, or for any consequent inconvenience or losses that may result.

***Aiphone Wire Warranty**

Aiphone's limited warranty is extended by 1 year when product is installed using Aiphone wire. This is applicable to systems where Aiphone wire is available and does not include network-based products that use Cat-5e or Cat-6 wire.

Repairs Under Warranty

At our discretion, Aiphone will repair or replace at no charge Aiphone product that, upon examination by an Aiphone Repair Technician, is proven to be defective and under warranty. Aiphone reserves the right to make the final decision as to whether there is a defect in materials and/or workmanship, and whether the product is within the warranty period and scope.

This warranty shall not apply to any failure caused by improper installation or use in violation of the instructions, abuse, negligence, electrical surge including damage from lightning, water or any other physical damage, or damage caused from batteries.

This warranty covers bench repairs by the Aiphone Repair Department only and does not extend to units that have been repaired or altered outside of the factory. Aiphone is not responsible for any costs incurred involving on-site service calls.

Credit or Replacement

Aiphone will offer credit or replacement on units determined by a Repair Technician to be defective upon initial installation. Older units that are still within the warranty period qualify for warranty repair only and not credit or replacement. Non-account customers will be issued a replacement if their unit is deemed to have a manufacturer's defect.

Aiphone does not issue advance replacements or guarantee credit for product claimed to be defective before an authorized Aiphone Repair Technician has examined the units and determined that they are in fact defective.