

# Global Uncooled Thermal Camera 2-10 Limited Warranty



Congratulations! You (the "Purchaser") are now the owner of a world-class uncooled thermal camera. A qualifying uncooled hand held thermal camera (the "Product") purchased outside of the United States of America or Canada either directly from FLIR Commercial Systems Inc and affiliates (FLIR) or from an authorized FLIR distributor that Purchaser registers on-line with FLIR is eligible for coverage under FLIR's industry-leading 2-10 Limited Warranty, subject to the terms and conditions in this document. This warranty only applies to purchases of Qualifying Products (see below) purchased after February 1, 2011 and manufactured after July 1, 2010 and only to the original Purchaser of the Product.

PLEASE READ THIS DOCUMENT CAREFULLY; IT CONTAINS IMPORTANT INFORMATION ABOUT THE PRODUCTS THAT QUALIFY FOR COVERAGE UNDER THE 2-10 LIMITED WARRANTY, PURCHASER'S OBLIGATIONS, HOW TO ACTIVATE THE WARRANTY, WARRANTY COVERAGE, AND OTHER IMPORTANT TERMS, CONDITIONS, EXCLUSIONS AND DISCLAIMERS.

**1. PRODUCT REGISTRATION.** To qualify for FLIR's 2-10 Limited Warranty, the Purchaser must fully register the Product directly with FLIR on-line at [www.flir.com](http://www.flir.com) WITHIN Sixty (60) DAYS of the date the Product was purchased by the first retail customer (the "Purchase Date"). PRODUCTS THAT ARE NOT REGISTERED ON-LINE WITHIN Sixty (60) DAYS OF THE PURCHASE DATE OR PRODUCTS WHICH DO NOT QUALIFY FOR THE 2-10 WARRANTY WILL HAVE A LIMITED ONE YEAR WARRANTY FROM THE DATE OF PURCHASE.

**2. QUALIFYING PRODUCTS.** Upon registration, uncooled thermography products that qualify for coverage under FLIR's 2-10 Warranty are: A-Series, Cx-Series, Ex-Series, Exx-Series, FLIR ONE, Txxx-Series, TG-Series, GF7x-Series, K1, and ETS320 cameras.

**3. WARRANTY PERIODS.** The 2-10 Limited Warranty has two separate periods of warranty coverage (the "Warranty Period"), depending on the camera part:

- Product components (excluding batteries and sensors) are warranted for a period of two (2) years from the Purchase Date;
- Uncooled thermal camera sensors are warranted for a period of ten (10) years from the Purchase Date.

Any Product that is repaired or replaced under warranty is covered under this 2-10 Limited Warranty for one hundred eighty days (180) days from the date of return shipment by FLIR or for the remaining duration of the applicable Warranty Period, whichever is longer.

**4. LIMITED WARRANTY.** In accordance with the terms and conditions of this 2-10 Limited Warranty, and except as excluded or disclaimed in this document, FLIR warrants, from the Purchase Date, that all fully registered Products will conform to FLIR's published Product specifications and be free from defects in materials and workmanship during the applicable Warranty Period. PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY, AT FLIR'S SOLE DISCRETION, IS THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS IN A MANNER, AND BY A SERVICE CENTER, AUTHORIZED BY FLIR. IF THIS REMEDY IS ADJUDICATED TO BE INSUFFICIENT, FLIR SHALL REFUND PURCHASER'S PAID PURCHASE PRICE AND HAVE NO OTHER OBLIGATION OR LIABILITY TO BUYER WHATSOEVER.

**5. WARRANTY EXCLUSIONS AND DISCLAIMERS.** FLIR MAKES NO OTHER WARRANTY OF ANY KIND WITH RESPECT TO THE PRODUCTS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF PURCHASER HAS NOTIFIED FLIR OF ITS INTENDED USE FOR THE PRODUCTS), AND NON-INFRINGEMENT ARE EXPRESSLY EXCLUDED FROM THIS AGREEMENT.

THIS WARRANTY EXPRESSLY EXCLUDES ROUTINE PRODUCT MAINTENANCE, AND SOFTWARE UPDATES. FLIR FURTHER EXPRESSLY DISCLAIMS ANY WARRANTY COVERAGE WHERE THE ALLEGED NONCONFORMITY IS DUE TO NORMAL WEAR AND TEAR OTHER THAN SENSORS, ALTERATION, MODIFICATION, REPAIR, ATTEMPTED REPAIR,

IMPROPER USE, IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE, IMPROPER STORAGE, FAILURE TO FOLLOW ANY PRODUCT INSTRUCTIONS, DAMAGE (WHETHER CAUSED BY ACCIDENT OR OTHERWISE), OR ANY OTHER IMPROPER CARE OR HANDLING OF THE PRODUCTS CAUSED BY ANYONE OTHER THAN FLIR OR FLIR'S EXPRESSLY AUTHORIZED DESIGNEE.

THIS DOCUMENT CONTAINS THE ENTIRE WARRANTY AGREEMENT BETWEEN PURCHASER AND FLIR AND SUPERSEDES ALL PRIOR WARRANTY NEGOTIATIONS, AGREEMENTS, PROMISES AND UNDERSTANDINGS BETWEEN PURCHASER AND FLIR. THIS WARRANTY MAY NOT BE ALTERED WITHOUT THE EXPRESS WRITTEN CONSENT OF FLIR.

**6. WARRANTY RETURN, REPAIR AND REPLACEMENT.** To be eligible for warranty repair or replacement, Purchaser must notify FLIR within thirty (30) days of discovering of any apparent defect in materials or workmanship. Before Purchaser may return a Product for warranty service or repair, Purchaser must first obtain a returned material authorization (RMA) number from FLIR. To obtain the RMA number Owner must provide an original proof of purchase. For additional information, to notify FLIR of an apparent defect in materials or workmanship, or to request an RMA number, visit [www.flir.com](http://www.flir.com). Purchaser is solely responsible for complying with all RMA instructions provided by FLIR including but not limited to adequately packaging the Product for shipment to FLIR and for all packaging and shipping costs. FLIR will pay for returning to Purchaser any Product that FLIR repairs or replaces under warranty.

FLIR reserves the right to determine, in its sole discretion, whether a returned Product is covered under warranty. If FLIR determines that any returned Product is not covered under warranty or is otherwise excluded from warranty coverage, FLIR may charge Purchaser a reasonable handling fee and return the Product to Purchaser, at Purchaser's expense, or offer Purchaser the option of handling the Product as a non-warranty return.

**7. NON-WARRANTY RETURN.** Purchase may request that FLIR evaluate and service or repair a Product not covered under warranty, which FLIR may agree to do in its sole discretion. Before Purchaser returns a Product for non-warranty evaluation and repair, Purchaser must contact FLIR by visiting [www.flir.com](http://www.flir.com) to request an evaluation and obtain an RMA. Purchaser is solely responsible for complying with all RMA instructions provided by FLIR including but not limited to adequately packaging the Product for shipment to FLIR and for all packaging and shipping costs. Upon receipt of an authorized non-warranty return, FLIR will evaluate the Product and contact Purchaser regarding the feasibility of and the costs and fees associated with Purchaser's request. Purchaser shall be responsible for the reasonable cost of FLIR's evaluation, for the cost of any repairs or services authorized by Purchaser, and for the cost of repackaging and returning the Product to Purchaser.

Any non-warranty repair of a Product is warranted for one hundred eighty days (180) days from the date of return shipment by FLIR to be free from defects in materials and workmanship only, subject to all of the limitations, exclusions and disclaimers in this document.

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