

Warranty Policy Statement

Introduction

This Return and Warranty Policy Statement applies to portable fire extinguishers purchased directly from UTC CCS Manufacturing Polska sp. z o.o. (called **UTC CCS**) If you have acquired UTC CCS equipment through a distributor, return the equipment to the place of purchase.

UTC CCS Manufacturing Polska sp. z o.o. can amend this policy from time to time, please contact sales office or customer service for the latest available version.

Effective date of this policy: February 1st 2016

Returning UTC CCS Manufacturing Polska sp. z o.o.

Before you can return any product to **UTC CCS**, you must obtain a return material authorization (RMA). This applies to all products, including warranty repairs.

To obtain an RMA, contact sales office or customer service department. To request RMA, you need product number, date of purchase (if possible) and a return reason with clear fault description.

Once you received RMA, repackage the product appropriately and attach the RMA acknowledgement form on the outside of the package. Then we contact you and pick the package up.

All products must be returned within 30 days of obtaining an RMA.

We will not accept unauthorized returns or freight collection returns and will return these to you at your expense.

We will provide with replacement via our standard shipping method at no additional charge or give the money back.

Packaging your shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the packaging requirements - shipping carton to prevent mechanical damage.

Warranty repair/replacements

Subject to the terms of the limited warranty section below, UTC CCS Manufacturing Polska sp. z o.o. will repair or replace a product that fails to meet the terms provided, within the product's warranty period.

The warranty period starts from the actual product manufacturing date.

For all warranty repairs, UTC CCS Manufacturing Polska sp. z o.o. will cover parts and labor of the repair of the product. We will return equipment via our standard shipping method or give the money back.

Product warranty periods

Product warranty periods lists warranty durations for most UTC CCS Manufacturing Polska sp. z o.o. portable fire extinguishers, sorted by category.

For items that do not appear in product warranty periods, contact Customer Service for the applicable policy.

TABLE 1:

External painting (corrosivity category 3 acc. ISO 12944-2)	5 years warranty
Internal lining	5 years warranty
Producer guarantees the correct operation of fire extinguishers within 24 months from date of manufacture provided the intended use and the operating conditions specified in the instruction manual that came with your device.	The warranty can be extended to 5 years if portable fire extinguisher is reviewed annually by authorized service and according to service instruction provided by manufacturer.

The warranty expires if:

- Any mechanical damage, including damage caused during transport or incorrect storage.
- Damage resulting from misuse, improper instructions for use,
- Damage resulting from improperly performed maintenance of fire extinguisher or performed by not authorized personnel to carry out servicing, maintenance and repairs,
- Damage resulting after-sales resulting from acts of God or other circumstances which do not correspond neither the manufacturer nor the dealer,
- modification or the use of non-original replacement parts

Limited Warranty

A. UTC CCS warrants that its products are free from defects in workmanship and materials, and will conform to UTC CCS published specifications, subject to the terms of this limited warranty. With respect to any product furnished by UTC CCS the foregoing shall apply only to meet said warranty that appear within the applicable warranty period set in Table 1 of this Return and Warranty Policy Statement. The warranty is given only to the original purchaser and does not extend to any other party. UTC CCS is not responsible for conditions or applications over which UTC CCS has no control. Defects or problems as a result of such conditions or applications are not the responsibility of UTC CCS. Such conditions include normal wear and tear; catastrophe; fault or negligence of the user or a party other than UTC CCS. improper storage, maintenance, or use of products; other causes external to products; or failure to conform to any applicable recommendations of UTC CCS.

B. If any product fails to meet the limited warranty, UTC CCS shall, at its option, correct any such failure by repairing any defect or damaged parts of damaged products, or make available, any necessary repaired or replacement parts. UTC CCS reserves the right to replace any product under warranty with new or remanufactured product. UTC CCS will not be responsible for any costs (including labor cost) associated with the removal, disinstallation or reinstallation of products incurred by the original purchaser or any other party. The repaired or replaced products will be warranted under the terms of the limited warranty. For any warranty claim, purchaser / buyer should contact customer service and request authorization to return the product.

C. The preceding subsections of this limited warranty set forth the exclusive remedies for claims based on any defect, failure, malfunction, or any other performance or nonperformance of any product, whether the claim is in contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, and however instituted. Upon expiration of the applicable limited warranty period, any liability of UTC CCS in connection with such exclusive remedies shall terminate, and purchaser / buyer shall have 30 days after the warranty period to give written notice of any defects, failures, malfunctions, or other performance or nonperformance issue that appeared during the warranty period. In no event shall UTC CCS be liable for incidental, indirect, special or consequential damages. To the fullest extent permissible by law, the foregoing limited warranty is exclusive and in lieu of all other warranties, whether written, oral, implied or statutory. **NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY**

