

R.C. Systems Inc. Limited Warranty

All products are designed and manufactured to the latest internationally recognized standards by R.C. Systems Inc. under a Quality Management System that is certified to ISO 9001 standards.

R.C. Systems, Inc. products are guaranteed to be free from defects in workmanship and materials for a period of (5) years from the date of delivery. Warranty is for electronics only; consumables are not covered at 5 years. All repaired R.C. Systems, Inc. products are guaranteed to be free from defects in workmanship and materials for a period of 90 days from the date of delivery. Some newly released R.C. Systems products may have different warranty times please refer to the product datasheet for more information on warranty time.

The following are exceptions to the length of this warranty:

1. Accessories are warranted for 90 days from date of delivery.
2. Sensors are consumable parts, the warranty time for different sensors can be found in the sensor warranty table located here: [Sensor Warranty Table Page 2](#)
3. Factory repairs and service exchange replacements are warranted for 90 days from date of delivery.
4. Consumable or disposable goods are warranted at time of delivery only.
5. Information Systems will operate in all material respects in conformity with R.C. Systems, Inc.'s published specifications, under normal use, for a period of 90 days from installation
6. Customized products/Systems are warranted for one (1) year from date of delivery.

R.C. Systems, Inc. is not responsible for normal deterioration, wear, abuse or any damages caused by exposing the products to the conditions out of products specification, including but not limited to IP rating, temperature, pressure, flow, or chemicals that are not compatible to the material of the products. In any event, R.C. Systems, Inc. will not be liable beyond the original selling price of said items. This warranty applies only if the following conditions are met. In any event, R.C. Systems, Inc. will not be liable beyond the original selling price of said items. This warranty applies only if the following conditions are met:

1. R.C. Systems, Inc. or its qualified representative is promptly notified, in writing, upon detection of the defective material or equipment.
2. Examination by R.C. Systems, Inc. or its qualified representative confirms that the defect is covered by the terms of this warranty.

The exclusive remedy in the event of breach of this warranty shall be limited to repair or replacement of, or credit for, the product, equipment or parts. R.C. Systems, Inc. alone shall choose which of these options is appropriate. This warranty does not cover damage caused by accident, abuse abnormal operating conditions or extreme poisoning of the sensor element.

Defective equipment must be returned to R.C. Systems Inc. for repair. Before returning materials for repair or replacement, the Customer must obtain a Return Material Authorization number (RMA#) by contacting R.C. Systems Inc. in advance; include a detailed report stating the nature of the defect and ship the equipment prepaid to R.C. System's factory. If no detail report is included, R.C. Systems Inc. reserves the right to charge an investigative fee (prices available upon request) before any repair or replacement is performed. Returned goods must detail the RMA# clearly on the package.

Service in the field or at the customer's premises is not covered under these warranty terms. Time and travel expenses for on-site warranty services will be charged at R.C. Systems Inc. ' normal billing rates. Contact R.C. Systems Inc. for information on available service contracts.

R.C. Systems Inc. shall not be liable for any loss or damage whatsoever or howsoever occasioned which may be a direct or indirect result of the use or operation of the Contract Goods by the Buyer or any Party.

This warranty cover the product and parts sold the Buyer only by authorized distributors, dealers and representatives as appointed by R.C. Systems Inc. . This warranty does not cover defects attributable to improper installation, repair by and unauthorized person or the use of unauthorized accessories/ parts on the product. A warranty claim will only be accepted if a proof of purchase is submitted and all conditions obtained within this warranty are met.

R.C. Systems Inc. reserves the right to validate any warranty claim prior to processing. Upon acceptance of a warranty claim, R.C. Systems Inc. will repair or replace the defective part free of charge. The initial warranty is not extended by virtue of any works carried out thereafter.

Instruments which have been repaired or replaced during the warranty period are warranted for the remainder of the unexpired portion of the original warranty period. R.C. Systems Inc. is released from all obligation under its warranty in the even repairs or modifications are made by persons other than its own authorized personnel, unless such work is authorized in writing by R.C. Systems Inc. .

R.C. Systems Inc. reserves the right to change this policy at any time. Contact R.C. Systems Inc. for the most current warranty information.

This warranty excludes sensors, sensor assemblies, batteries and other consumable items.

***For individual product warranties, see product specification sheet.**

*** For Sensor warranty times, see our sensor warranty table on page 3.**