

## Arbin Instruments

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## Arbin Standard Limited Warranty

### 1. Who Is Covered

This warranty applies only to the original purchaser identified on the Arbin sales order. Warranty rights are not transferable except when the original purchaser is acquired by another legal entity that continues operations and provides notice to Arbin within 30 days of the acquisition.

### 2. What Is Covered

Arbin warrants that its products will be free from defects in materials and workmanship and will meet published specifications when operated under normal use and documented operating conditions. This warranty covers only Arbin-manufactured equipment, accessories supplied by Arbin, and factory-installed components. Third-party equipment such as control computers or external peripherals is covered solely by the manufacturer of that equipment.

#### 1. Warranty Duration

- a. Battery testing systems: 2 years
- b. Complimentary systems: 2 years
- c. External auxiliaries sold with systems: 2 years
- d. Accessories: 1 year
- e. Replacement or Expansion Subassemblies: 1 year
- f. Components and Consumables: 60 days
- g. Repairs: 60 days
- h. Software included with the system: 2 years

### 3. Warranty Start Date

The warranty begins on the shipment date from Arbin's factory. If onsite commissioning is purchased, the warranty begins on commissioning completion. If commissioning is not completed within 60 days of shipment, the warranty start date reverts to the shipment date.

### 4. What Arbin Will Do (Exclusive Remedy)

If a covered defect is identified during the warranty period, Arbin's sole and exclusive obligation is, at its option, to repair the product, replace the defective component or system, or provide a replacement unit meeting or exceeding the specifications of the original product.

Repair, replacement, or reperformance is the sole and exclusive remedy for any claim of defective or deficient goods or services, whether based in contract, warranty, tort, statute, strict liability, or otherwise.

## 5. How to Obtain Warranty Service

Customers must contact Arbin Customer Service for troubleshooting and instructions. If Arbin determines that factory service is required, the customer must return equipment prepaid and insured in original or equivalent packaging. Arbin will return repaired equipment by standard ground shipping. For the first 30 days after receipt, Arbin will arrange and pay for return, repair or replacement, and reshipment of defective products not caused by misuse or mishandling.

If Arbin determines that on-site service is the appropriate method of repair and agrees to send a service technician to the customer's location, Arbin will provide the labor for such warranty repair at no charge. The customer is responsible for all travel-related expenses incurred in providing on-site service, including transportation, lodging, meals, visas or access permits, and any other reasonable travel costs required to reach and service the equipment.

If the on-site visit reveals that the issue was caused by misuse, mishandling, unauthorized modification, operation outside specifications, or other non-warranty conditions, the customer will be responsible for all associated labor, parts, and travel costs.

## 6. Customer Responsibilities

Customers must operate and maintain Arbin equipment according to documentation and specifications, must not modify or repair equipment without authorization, and must promptly notify Arbin of any defect.

## 7. What Is Not Covered

This warranty does not cover misuse, abuse, mishandling, accidents, operation outside specifications, unauthorized modifications or repairs, environmental damage or contamination, normal wear items, consumables, or third-party devices.

### a. No Warranty of Outcomes or Results

Arbin does not warrant, guarantee, or represent any specific performance outcome, product result, manufacturing result, or field performance of any item tested using Arbin equipment. Customers alone are responsible for interpreting test results and determining fitness for intended use.

## 8. Disclaimer of Other Warranties

Except for the express warranties stated in this document, Arbin disclaims all other warranties of any kind, written, oral, implied, statutory, or otherwise, including implied warranties of merchantability, fitness for a particular purpose, course of dealing, or usage of trade.

## 9. Limitations of Liability

Arbin's total liability is limited to the purchase price of the affected product. Arbin is not liable for indirect, incidental, special, or consequential damages.