

LIMITED WARRANTY

WHAT DOES THIS WARRANTY COVER?

This warranty covers all defects in workmanship or materials in your Raven Applied Technology Division product under normal use, maintenance, and service when used for intended purpose.

HOW LONG IS THE COVERAGE PERIOD?

Raven Applied Technology products are covered by this warranty for 12 months from the date of retail sale. In no case will the Limited Warranty period exceed 36 months from the date the product was issued by Raven Industries Applied Technology Division. This warranty coverage applies only to the original owner and is non-transferable.

HOW CAN I GET SERVICE?

Bring the defective part and proof of purchase to your Raven dealer. If the dealer approves the warranty claim, the dealer will process the claim and send it to Raven Industries for final approval. The freight cost to Raven Industries will be the customer's responsibility. The Return Materials Authorization (RMA) number must appear on the box and all documentation (including completed RMA form, Certificate of Decontamination, and retail proof of purchase) must be included inside the box to be sent to Raven Industries.

WHAT WILL RAVEN INDUSTRIES DO?

Upon confirmation of the warranty claim, Raven Industries will (at our discretion) repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. Standard return freight will be paid, regardless of inbound shipping method. Expedited freight is available at the customer's expense.

WHAT IS NOT COVERED BY THIS WARRANTY?

Raven Industries will not assume any expense or liability for repairs outside our facility without written consent. Raven Industries is not responsible for damage to any associated equipment or products and will not be liable for loss of profit, labor, or other damages. The obligation of this warranty is in lieu of all other warranties, expressed or implied, and no person or organization is authorized to assume any liability for Raven Industries.

- Damages caused by normal wear and tear, misuse, abuse, neglect, accident, improper installation and maintenance are not covered by this warranty.
- Worn/Chafed hoses and cables.
- Items in contact with fluids and chemicals including seals and O-rings.
- Software downloads and updates.
- Tamper-Evident label broken or customer disassembly.
- Any customer modification to the original product outside normal calibration and adjustments, without written approval.
- Intentional modification to cables.
- Failures due to lack of cleaning or preventive maintenance, and any condition, malfunction or damage not resulting from defects in material or workmanship.
- Items in contact with fluids or chemicals, returned without proper cleaning, decontamination and documentation.