

# EXTENDED 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.

## DO I NEED TO REGISTER MY PRODUCT TO QUALIFY FOR THE EXTENDED WARRANTY?

Yes. Products/systems must be registered within 30 days of retail sale to receive coverage under the Extended Warranty. If the component does not have a serial tag, the kit it came in must be registered instead.

## WHERE CAN I REGISTER MY PRODUCT FOR THE EXTENDED WARRANTY?

To register, go online to <https://portal.ravenprecision.com> and select Product Registration.

## HOW LONG IS THE EXTENDED WARRANTY COVERAGE PERIOD?

Raven Applied Technology products that have been registered online are covered for an additional 12 months beyond the Limited Warranty for a total coverage period of 24 months from the date of retail sale. In no case will the Extended Warranty period exceed 36 months from the date the product was issued by Raven Industries Applied Technology division. This Extended 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 Extended Warranty Registration Number) must be included inside the box to be sent to Raven Industries. In addition, the words "Extended Warranty" must appear on the box and all documentation if the failure is between 12 and 24 months from the retail sale.

## 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 THE EXTENDED 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.

# We're here to help.

## Looking for Product Information?

Visit [portal.ravenprecision.com](https://portal.ravenprecision.com) and click on **Documentation & Software**, search your product, and download the resources you need. We provide thousands of product manuals and technical documents for free. Learn how to keep your Raven product up to date with the latest features and services with software updates.

You can also request to purchase a hard copy of a product manual at any time. Please send an email to Customer Support.



Ask an Expert



Live Chat



Public Knowledge Base



Product Warranty Registration



System Drawings and Diagrams



Software Downloads



Quick Reference Guides



Installation Manuals



Calibration and Operation Manuals



Product Service & Repair

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