

Limited Warranty

WHAT DOES THIS WARRANTY COVER?

This Limited Warranty covers all defects in workmanship or materials in your product sold by Raven Industries or its affiliated companies ("Raven") under normal use, maintenance, and service when the product is used for its intended purpose.

All Warranty Claim requests must be submitted to Raven within 30 days of a suspected failure. Items for Warranty Consideration must meet the requirements of the WARRANTY TERMS. Warranty may be voided if the component is determined to be installed in a system that is not designed, manufactured, or approved by Raven or if a repair is not completed by Raven or a Raven authorized repair provider. The "System" includes cables, sensors, or other devices connected either directly or indirectly to the potentially warranted item.

WARRANTY TERMS AND COVERAGE

Raven™ products are covered under warranty for 24 months from the date of retail purchase or the retail invoice date – for products retailed on or after January 1, 2026. Certain items are limited to 12 months of coverage, as specified in the Warranty Exclusions section of this document. Items retailed prior to January 1, 2026, follow the previous warranty policy. Warranty coverage does not apply to any failure modes listed in the Warranty Exclusions section below. In no case will the Limited Warranty period exceed 36 months from the date the product was issued by Raven, regardless of date of retail sale. This warranty coverage applies only to the original owner and is non-transferable. A copy of the original "Proof of Purchase" must be included. If no retail "Proof of Purchase" is provided with the return, the Raven Issue Date will be used for warranty calculations. Retail "Proof of Purchase" will not be accepted after the return is received at Raven; it must be included in the return.

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 for final approval. The freight cost to Raven will be the customer's responsibility. The Return Materials Authorization ("RMA") number must appear on the box and all documentation (including completed RMA form, and retail proof of purchase) must be included inside the box containing the product. The product must be packaged so no harm occurs to the product during shipping.

WHAT WILL RAVEN DO?

Upon confirmation of the Limited Warranty claim, Raven will (in its discretion) repair or replace the 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.

WARRANTY EXCLUSIONS

Raven will not assume any expense or liability for repairs outside our facility without written consent. Raven 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 Limited Warranty is in lieu of all other warranties, expressed or implied, and no person or organization is authorized to assume any liability for Raven.

In addition to standard warranty terms, Raven™ components are subject to the warranty exclusions listed below:

- Failures caused by improper installation or operation.
- Delivery and/or installation of any product upgrades that are released during the warranty period. This includes firmware and software version updates.
- Beta products or firmware.
- Any item in which the failure could not be confirmed or duplicated by the Raven™ Repair Center. This includes the evaluation labor.
- Damages caused by normal wear and tear, misuse, abuse, neglect, accident, or improper maintenance.
- Corrosion within any cable or component's electrical connector.
- Worn or Chafed hoses and cables.
- Tamper-Evident label broken or evidence of customer disassembly.
- Any customer modifications to the original product, excluding normal calibration and adjustments.
- Intentional modification to cables.
- Items in contact with fluids or chemicals, returned without proper cleaning, decontamination, and documentation, including seals and O-rings.
- Items recalled through part return that are missing components or are in an altered condition that is not as originally shipped.
- Failures due to lack of cleaning or preventive maintenance, and any condition, malfunction, or damage not resulting from defects in material or workmanship.

Products with a 12-month warranty coverage from the retail invoice date:

- Cables
- Hoses
- Flowmeters
- Nozzle Control Valves (NCV)
- Control and Shut-Off Valves
- Software