



RTI Limited Warranty and Disclaimer

Effective Date July 17, 2017

RTI warrants new products for a period of three (3) years (excluding consumables such as rechargeable batteries which are warranted for one (1) year) from the date of purchase by the original purchaser (end user) directly from RTI / Pro Control (herein referred to as "RTI"), or an authorized RTI dealer.

Warranty claims may be initiated by an authorized RTI dealer using the original dated sales receipt or other proof of warranty coverage. In the absence of the receipt of purchase from the original dealer, RTI will provide warranty coverage extension of six (6) months from the date code of the product. Note: RTI warranty is limited to the provisions set forth in this policy and does not preclude any other warranties offered by third parties who are solely responsible for those other warranties.

The RTI warranty coverage for existing purchases is retroactive to the purchase date, up to three (3) years prior to this agreement date, and remains effective for the duration of the three (3) year warranty period. Under no circumstances will refunds be made for repairs prior to this policy change.

Except as specified below, this warranty covers defects in product material and workmanship. The following are not covered by the warranty:

- Product purchased via unauthorized sellers or internet sites will not be serviced- regardless of purchase date.
- Damages caused by accident, misuse, abuse, neglect or acts of God.
- Cosmetic damage, including, but not limited to, scratches, dents and normal wear and tear.
- Failure to follow instructions contained in the Product Installation Guide.
- Damages due to products used in an application or environment other than that for which it was intended, improper installation procedures or adverse environmental factors such as incorrect line voltages, improper wiring, or insufficient ventilation.
- Repair or attempted repair by anyone other than RTI and Pro Control or authorized service partners.
- Failure to perform recommended periodic maintenance.
- Causes other than product defects, including lack of skill, competence or experience of user.
- Damage due to shipment of this product (claims must be made to the carrier).
- Altered unit or altered serial number: defaced, modified or removed.

RTI Control is also not liable for:

- Damages caused by its products or for failure of its products to perform, including any labor costs, lost profits, lost savings, incidental damages, or consequential damages.
- Damages based upon inconvenience, loss of use of the product, loss of time, interrupted operation, commercial loss, any claim made by a third party or made on behalf of a third party.
- Loss of, or damage to, data, computer systems or computer programs.

RTI liability for any defective product is limited to repair or replacement of the product, at the sole discretion of RTI.

In cases where the warranty policy conflicts with local laws, the local laws will be adopted.



For warranty service in the United States:

Dealers may contact RTI directly to request a Return Authorization at:

- 952-253-3136 (RTI) / 952-224-5020 (Pro Control)

or

- service@RTIcorp.com / service@ProControl.com

For warranty service outside the United States:

- Dealers should contact their authorized RTI distribution partner for assistance.

NOTES:

- Warranty claims must be made by an authorized RTI dealer. End-users must contact their dealer for warranty claims.
- Products received by RTI without a Return Authorization will not be accepted.
- A service fee will be charged for all non-warranty repairs.