

Crystal Vision Limited

Equipment Warranty and Service Support Conditions

1. Warranty

1.1 Crystal Vision Limited warrants that its products are free from manufacturing defects and will repair any defective items free of charge for a period of three years from date of purchase or five years from date of purchase if the products are registered in the Crystal Vision Product Registration Scheme.

1.2 This is a "return-to-base" warranty and covers normal use within the operating conditions specified by Crystal Vision Limited. It does not cover usage outside these conditions, abuse, and damage resulting from unauthorised modifications or consequential loss.

1.3 Return carriage to UK addresses will be paid by Crystal Vision Limited; equipment outside the UK will be returned on a FOB basis.

1.4 A minimum of 2 hours labour will be charged for any out of warranty repair undertaken by Crystal Vision.

1.5 Crystal Vision Limited may, at its discretion and subject to availability, provide loan equipment to cover the duration of repair.

2. Limitations to Use

Crystal Vision Limited supplies commercial equipment and software; use of such products in Medical, Intrinsically-Safe, Safety-Critical or Mission-Critical applications is specifically excluded.

3. Product Specification and Upgrades

3.1 Crystal Vision Limited's policy is one of continuous improvement; the right to amend products without notice is reserved.

3.2 Board software is supplied free of charge. Crystal Vision Limited will endeavour to provide critical software updates throughout the lifetime of the board. Non-critical software upgrades will be issued at the discretion of Crystal Vision Limited.

3.3 Except where boards have been returned to Crystal Vision Limited, installation of software updates is to be carried out by the customer.

4. Software

Crystal Vision Limited warrants its software to be fit-for-purpose. Every effort will be made to correct any defects and supply replacement software and/or hardware as it sees fit within a reasonable timescale.

5. Technical Support

5.1 Technical telephone support is available free of charge to Customers, Dealers, and Users of Crystal Vision equipment between the hours of 08:30 and 17:00 (UK time), Monday to Friday (excluding UK public holidays).

5.2 Crystal Vision Limited supplies comprehensive user manuals with all its equipment; further copies are available on request.

5.3 Technical support is not guaranteed to be available outside the hours stated above.

6. Response time

Crystal Vision Limited makes every reasonable effort to resolve problems quickly but does not offer or imply a guaranteed response time.

7. Extended Warranty

7.1 Products despatched after 20/08/09 are eligible to be registered in the Crystal Vision Product Registration Scheme. By registering products with this scheme the warranty on those products is extended to five years from date of purchase.

7.2 Apart from via the Product Registration Scheme Crystal Vision Limited does not offer extended warranty on its products.

8. Continuity of Supply

Subject to the restrictions of component obsolescence, Crystal Vision Limited guarantees availability of spare parts for its equipment for a period of 5 years from purchase.

9. Product Registration Scheme

By providing the information requested within 60 days of the product's despatch from Crystal Vision customers can register products in the scheme which will extend the warranty relating to those products from three to five years from date of purchase.