



Limited Hardware Warranty

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GENERAL

Sital provide a 5 year limited warranty for hardware items (“**Hardware Warranty**”) and a 180 days limited warranty for cable assemblies and connectors to the cable assembly (“**Harness Warranty**”).

The warranty time starts from day of shipment from Sital’s factory. The Hardware Warranty covers the costs of parts and service labor for Sital manufactured products including I/O Boards, databus terminals, transformers, test and simulation products and bus couplers.

The Harness Warranty covers the costs of parts and service labor for wiring and connector products.

For IP and software T&Cs & Warranty please contact Sital directly at info@sitaltech.com

Sital offers extended warranties for products on a case by case basis.

REPAIR POLICIES AND PROCEDURES

- **RMA / Hardware Receive Procedure:** Prior to any return of a product for repair, the customer (or customer’s agent) must obtain Sital’s approval through the issuance of a Return Material Authorization (RMA) number. Please contact Sital at info@sitaltech.com to obtain an RMA number and Sital will provide shipping instructions for the return. Items returned without an RMA number may not be processed and Sital is not responsible for repair services on non-authorized items.
- **Reasonable Wear and Tear Inspection:** Upon receipt, Sital will inspect the product for damages and unreasonable wear and tear. Unreasonable damage or wear and tear voids the Sital warranty and the customer shall be responsible for all repair or replacement costs. This clause is enforced for all products including products used in rugged, extended temperature applications and for special order products.
- **Repair Items Packing:** The customer is responsible for properly packaging products in ESD and shock controlled containers. Sital recommends consulting ANSI/EIA-541 and ANSI/EIA-471 specifications for proper packing and labeling.

- **Repair Turn Around Time** : Repair time is subject to the complexity of the issue under repair. Sital does not guarantee a repair turn-around time, but will try to expedite all repair returns as quickly as possible. Sital's standard goal is a 2-4 week repair time (not including shipment/delivery time). Special orders or conformally coated products may require additional time.
- **Product Replacement/Substitution**: Sital reserves the right to replace a returned (or disabled) product with a new or refurbished product. Sital will consult with the customer prior to any substitution. Replaced products will maintain the same warranty period as the original shipped product.

Out of Warranty Product Repair Charges

- Out of warranty repairs or replacements have a 90 day extended warranty and are covered by other conditions of this standard limited warranty.
- Prior to shipment to Sital, out of warranty products require (i) a Purchase Order of \$300 (the minimum repair fee) per product unit for receiving, inspection and evaluation of the product, and (ii) an RMA number. Products will not be processed unless they have an RMA number and the \$300 purchase order in advance. Sital will inspect and troubleshoot the out of warranty repair and advise the customer in case there will be additional charges beyond the \$300 evaluation fee. If case the actual repair costs exceed the initial \$300 additional, Sital will issue a repair quote accordingly detailing the needed parts and labor for the actual repair. The customer would need to submit PO for the repair amount prior to repair actions. Repair charges will consist of all burdened labor, parts, transportation fees and any other fees associated with repairing the item. The labor rate for Sital repairs is \$150 per hour. The initial \$300 repair fee for out of warranty items will be deducted from the final charges.
- The minimum fee for repairs is \$300.