



Flex-Able Synergy products - Hardware Warranty version 1.2

1. Warranty Period

Flex-Able Ltd ("Supplier", "we", "us") provides a 24-month return-to-base warranty on all hardware supplied as part of the Services, commencing from the date of installation.

The main control unit is covered by a replacement warranty during this period. If the main control unit fails within 24 months due to a manufacturing defect, Flex-Able will arrange for replacement of the unit at its cost, including reasonable labour required for replacement.

All other hardware components are covered by a return-to-base replacement warranty only.

2. Consumable Components

Certain components are considered consumable items due to normal operational wear. These include, but are not limited to:

- device relays
- temperature probes

Consumable components may require periodic replacement as part of normal system operation and are not covered under warranty replacement or labour provisions.

Installation or replacement of consumable components is the responsibility of the customer unless otherwise agreed.

3. Warranty Claim Process

If a hardware component is believed to be defective during the warranty period:

1. The component must be returned to Flex-Able for inspection.
2. If the component is confirmed to be defective within the warranty period, Flex-Able will provide a replacement component.
3. Replacement components will be supplied once the faulty component has been returned.

Replacement parts will be supplied at Flex-Able's cost where the fault is confirmed to be covered under warranty.

4. Warranty Work and Contractors

Flex-Able reserves the right to organise and perform any warranty work using contractors of its choosing.

Where a third-party contractor is engaged to perform warranty work, the labour and travel component covered by Flex-Able will be capped at NZD \$200 + GST per warranty event.

Any labour, travel, or service costs exceeding this amount may be charged to the customer.

5. Exclusions

This warranty does not cover:

- damage caused by misuse or modification of the equipment;
- incorrect installation or installation carried out by persons not authorised by Flex-Able;
- electrical faults or power supply issues external to the supplied equipment;
- operation outside recommended operating conditions;
- normal wear and tear of consumable components;
- installation labour for replacement consumable items.

6. Site Access and Service Availability

Where warranty work requires inspection, repair, or replacement of installed equipment, the customer agrees to provide reasonable access to the equipment and installation site.

If access cannot be provided during normal working hours, or if additional site requirements apply (such as induction, supervision, or restricted access procedures), any additional costs incurred may be charged to the customer.

Flex-Able will use reasonable efforts to schedule service visits at mutually convenient times.

7. Environmental and External Damage

This warranty does not cover damage caused by environmental conditions or external factors outside the control of Flex-Able, including but not limited to:

- lightning or electrical surge;
- water ingress, flooding, or excessive moisture;
- vermin or pest damage;
- physical damage to equipment;
- incorrect installation or installation carried out by third parties;
- modification or interference by third parties;
- connection to incompatible equipment or systems.

Repairs or replacements required due to these causes may be carried out by Flex-Able at the customer's cost.

8. Third-Party Services

Flex-Able does not guarantee the availability or performance of services that rely on third-party infrastructure or providers, including but not limited to:

- radio communication networks;
- internet connectivity;
- telecommunications networks;
- server or cloud hosting services.

While Flex-Able will use reasonable efforts to maintain services within its control, service interruptions may occur from time to time.

Radio signal coverage is not guaranteed and must be determined as adequate prior to installation.

9. Limitation of Liabilitywarranty.pdf

This warranty covers repair or replacement of defective hardware only.

To the maximum extent permitted by law, Flex-Able will not be liable for any indirect, incidental, or consequential loss arising from equipment failure or service interruption, including but not limited to loss of production, loss of revenue, loss of product, or operational downtime.

Any liability relating to products or services supplied by Flex-Able remains subject to the limitations set out in the Flex-Able General Terms and Conditions.

10. Post-Warranty Limitations

Once the 24-month warranty period has expired, Flex-Able will have no further obligation to repair or replace hardware except at the customer's cost.

No claim may be made for defects, faults, or failures discovered after the warranty period has expired, including claims based on alleged latent or hidden defects, except where required by applicable law.

11. Relationship to Terms and Conditions

This warranty applies solely to hardware supplied by Flex-Able and must be read together with the Flex-Able General Terms and Conditions, which govern the provision of all products and services.

In the event of any inconsistency between this warranty and the General Terms and Conditions, the General Terms and Conditions will prevail.

12. Updates to this Warranty

Flex-Able may update or revise this warranty from time to time. Any updates will apply to products supplied after the updated warranty takes effect.

The warranty terms that apply to hardware already supplied will be those in effect at the time the hardware was installed or delivered, unless otherwise agreed in writing.