



WARRANTY GUIDELINES

As of
August 1, 2008

WORKMANSHIP: Calvary Automation Systems warrants the equipment free from defects in workmanship under normal use and service for a period of twelve (12) months after approval on your floor, or (15) months after shipment, whichever comes first.

PRODUCT: The warranty for all purchased components is provided as the standard warranty that is offered by the component, product, or equipment manufacturer. The standard warranty does not cover installation or interface with equipment supplied by another manufacturer. Standard warranty work covers only product shipped and installed in the continental United States, Mexico and Puerto Rico.

EXCLUSIONS: The standard warranty shall not apply to, and Calvary Automation Systems will not be responsible for, any equipment or part which has been repaired or altered in any way that, in our judgment, affects its capability or its reliability, nor which has been subjected to misuse, negligence or accident. Equipment performance issues resulting from the lack of properly trained engineering support personnel or maintenance personnel may void the Calvary Automation warranty.

GENERAL: Calvary Automation Systems warrants that it will cover all labor, travel expense, and materials for service calls because of faulty workmanship or non-compliance of performance specifications that were mutually agreed to in writing. Extended warranties are available at additional cost. Please contact Calvary Automation Systems to discuss your additional requirements.

RESPONSE TIME:

- Normal Working Hours - Calvary assistance is available all day during normal working hours 7:00am – 5:00pm Monday – Friday EST
- Off Hours & Weekends - Calvary provides our customers with a 24/7 Emergency Hotline including a live operator that will document your call & brief message.
 - Emergency off hour calls - Calvary will acknowledge off hour calls within 2 hours or less.
 - Technical Phone support time will be arranged following the above acknowledgement call.

24/7 EMERGENCY HOTLINE 1-585-723-6569

- Calvary's 24/7 Emergency Hotline may be used at anytime.
- Your message should include – name, phone #, company, location, machine name and a brief description of the problem.

WARRANTY COMPONENT FAILURES and/or TECHNICAL WARRANTY SUPPORT REQUESTS

IMPORTANT – ALL COMPONENT MANUFACTURER WARRANTIES ARE PASSED ON TO THE CUSTOMER. THE CUSTOMER IS RESPONSIBLE FOR CONTACTING THE MANUFACTURER & WORKING DIRECTLY THROUGH THEIR LOCAL REPRESENTATIVE REGARDING FAILED COMPONENTS. IN THE EVENT, THE CUSTOMER IS EXPERIENCING DIFFICULTY WORKING WITH THE MANUFACTURER OR REPRESENTATIVE, CALVARY SERVICE IS ALWAYS AVAILABLE TO ASSIST. IF CALVARY AUTOMATION IS THE MANUFACTURER RESPONSIBLE FOR THE WARRANTIED COMPONENT, THEN, THE FOLLOWING PROCEDURE WILL APPLY:

FAILED CALVARY MANUFACTURED COMPONENT

- Warranty Replacement Credit for any Calvary manufactured component requires the following:
 - Any Calvary manufactured failed warranty component needs to be reported to the Calvary Service Dept ASAP
 - Failed component must be properly tagged/identified with a Calvary RED non-conforming tag and shipped to the attention of the Calvary Service Department within 5 days. Credit will not be issued for parts returned late.
 - Warranty Credit will not be issued to the customer until a component analysis has determined the root cause failure was non-negligence.
 - The customer will issue Calvary a PO # for the new replacement part prior to shipment. If the bad component is deemed a warranty failure, the PO # will not be charged.
 - Failed components not returned to Calvary (lost or trashed by customer) will not be replaced under warranty credit.

WARRANTY SERVICE TECHNICIAN REQUESTS:

- Warranty issues which cannot be resolved over the phone or e-mail may require a Calvary Service Technician visit on site. If a Service Technician is requested the following guidelines apply:
 - The customer will issue a not to exceed PO # to cover the costs of the technician prior to departure
 - If the visit is deemed Warranty through diagnosis analysis by the Calvary Technician on site after the issue is resolved the PO # will not be charged.

PERISHABLE / WEAR COMPONENTS

- Perishable and/or High Wear Components are not covered under warranty. High wear tooling replacements or components with regularly scheduled replacement intervals less than the warranty period are not covered under Calvary's warranty.