

FLIR Test and Measurement Limited Warranty

Professional Tools

Teledyne FLIR LLC and its affiliates (collectively, “FLIR”) warrants to the original end-user purchaser (“Purchaser”) that qualifying FLIR Test and Measurement products and accessories listed below (collectively, “Qualified Product(s)”) will be free from defects in materials and workmanship and conform to the published product specifications for the applicable period of warranty coverage set forth below from the original date of purchase (“Warranty Period”). Because FLIR cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Qualified Products that were purchased from FLIR or a FLIR authorized seller, unless otherwise prohibited by law. FLIR Qualified Products are legitimately sold only by authorized sellers who are required to follow FLIR’s policies, procedures, and quality control standards. FLIR reserves the right to reject warranty claims from Purchasers for Qualified Products purchased from unauthorized sellers, including unauthorized internet sites.

| Qualified Products | Coverage Element | Warranty Period | Warranty Period Upon Registration |
|--|-------------------------|------------------------|--|
| Qualifying Products <i>CM4x, CM65, CM94, DM6x, EM54, MR40, MR55, MR59, MR60, RT50, TG5x, VP4x, VP5x-2, VS70, VSCxx, VSAxx, VST, VT8-600/1000</i> | Parts and Labor | 3 years | 3 years |
| | Battery | 0 | 0 |
| | Sensor | N/A | N/A |
| Qualifying Accessories <i>MR01-EXT, MR10, MR10-2, MR11, MR12, TA5x, TA6x, TA7x, TA8x, TA10, TA11, TA12, TA13</i> | | | |

This warranty applies to Qualified Products purchased after August 1, 2018. Qualified Products purchased prior to this date shall have warranty coverage effective as of the time of purchase.

1. REMEDIES. If a claim is made under this warranty and, after investigation by FLIR, proves to be valid, FLIR will, at its sole discretion and without charge to Purchaser either:

- a) Repair the defective Qualified Product utilizing new or comparable refurbished parts, or
- b) Replace the defective Qualified Product with a new Qualified Product, or
- c) Refund the purchase price paid by Purchaser for the defective Qualified Product.

Upon repair or replacement of a Qualified Product under this warranty, the Warranty Period will continue in effect for the longer of (y) one hundred eighty (180) days from the date of return shipment by FLIR, or (z) the remaining duration of the applicable original Warranty Period.

2. WARRANTY EXCLUSIONS. FLIR is not responsible for, and this warranty does not cover any of the following:

- a) Loss or damage to a Qualified Product due to misuse, abuse, neglect, mishandling, accident, improper maintenance, improper storage or failure to follow any product instructions;
- b) Defects or damage caused by leaking batteries, sand, dirt or water damage;
- c) Replacement of fuses or disposable batteries;
- d) Defects or damage caused by service, modification, repair or attempted repair by any party other than FLIR or its authorized service centers;
- e) Routine product maintenance; and
- f) Any Qualified Product on which the serial number or dating has been defaced, modified, altered or removed.

This warranty extends only to the original end-user purchaser of the Qualified Product and is not transferrable to any other party. Therefore, no transferee is eligible to receive coverage under this warranty.

3. WARRANTY RETURN, REPAIR AND REPLACEMENT. Any Qualified Product believed to be defective as covered by this warranty may not be returned for warranty service without prior authorization from FLIR. Purchasers who wish to make a warranty claim must:

- a) Notify FLIR within thirty (30) days of the date of discovering the alleged defect(s); and
- b) Obtain a returned material authorization (RMA) number from FLIR.

For warranty service assistance and to obtain an RMA number, contact FLIR Customer Support at 1-866-477-3687. In order to verify warranty eligibility and obtain an RMA number, Purchaser must provide an original dated proof of purchase from FLIR or the FLIR authorized seller from which the Qualified Product was purchased or have registered the Qualified Product in accordance with Section 4.

Please note that Purchaser is solely responsible for complying with all RMA instructions provided by FLIR including, but not limited to, adequately packaging the Qualified Product for shipment to FLIR and paying for all packaging and shipping costs. FLIR will pay shipping charges associated with the return of any repaired or replaced Qualified Product to Purchaser.

FLIR reserves the right to verify warranty eligibility and determine, in its sole discretion, whether a returned Qualified Product is covered under warranty. If FLIR determines that any returned Qualified Product is not covered under warranty, FLIR may charge Purchaser a reasonable handling fee to return the Qualified Product to Purchaser, at Purchaser's expense, or offer Purchaser the option of handling the Qualified Product as a non-warranty return.

FLIR shall not be responsible for any data, images or other information that may be stored on the returned Qualified Product. It is Purchaser's responsibility to save all data, images or other information prior to returning the Qualified Product for warranty service.

4. PRODUCT REGISTRATION. To establish original ownership and register the date of purchase, Purchaser may register the Qualified Product at www.flir.com within sixty (60) days of the date of purchase. By registering the Qualified Product, Purchaser will receive important product announcements, updates and other information designed to enhance the use of, and experience with, the Qualified Product. Failure to register the Qualified Product does not diminish the Purchaser's warranty rights.

5. LIMITATION OF LIABILITY. FLIR MAKES NO OTHER WARRANTY OF ANY KIND WITH RESPECT TO THE QUALIFIED PRODUCTS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF PURCHASER HAS NOTIFIED FLIR OF ITS INTENDED USE FOR THE QUALIFIED PRODUCTS), AND NON-INFRINGEMENT.. UNDER NO CIRCUMSTANCES SHALL FLIR BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Last Updated: February 7, 2022