

## **em-trak Warranty Statement (including how to make a warranty claim)**

This document provides a description of the warranty process for em-trak Marine Electronics Limited (em-trak) AIS products.

### **The Warranty Statement**

All em-trak products are backed up by a global 3 year warranty and subject to correct storage, installation and use as instructed in the Installation Manual, your AIS will be substantially free from manufacturing and design defects for the Warranty Period. In the unlikely event of a problem with your AIS then you will need to follow the warranty claim process detailed within this document, during which em-trak will determine the validity of your claim and the action which needs to be taken. em-trak's decision on all warranty claims is final and is limited in all respects to the repair or replacement of the product at em-trak's sole discretion.

### **What this warranty does not cover**

The Warranty does not cover the effects of normal wear and tear. The Warranty is immediately invalidated if the Product has been opened and or tampered with in any way or not stored, installed or used as described in the Installation Manual, or subsequently issued directions from em-trak. This Warranty does not cover the data that is received and outputted by the Product as it is subject to external factors out of em-trak's control. This Warranty does not cover the product when, following testing by em-trak, it has been deemed to be damaged by any third-party product.

### **Neglect, Misuse or Damage**

Any product that, upon returns investigation, is found to suffer from neglect, misuse or damage that makes it invalidated by the warranty cover will be reported to the sender with a report on why the warranty claim is rejected, along with any evidence that helps support the decision. See Glossary of Terms for further details. Any costs incurred will be reclaimed as applicable.

### **Limitation of liability**

em-trak's entire liability and responsibility is limited by the Warranty described herein. The Warranty is non-transferable and therefore is only valid for the original user of the new product.

em-trak is not liable for any direct, indirect, consequential and or vicarious liabilities which may arise through your use of the Product, including but not limited to any consequences resulting from the inability to use the Product and or misinterpretation and or quality of the information generated by the Product. The entire extent of the liability from em-trak to you in respect of the Product in all situations and respects shall be limited to the net amount of the Product.

## How to make a warranty claim

1. In the unlikely event of a problem, if you purchased your AIS via a dealer or distributor (not direct with em-trak) please contact them to arrange for your unit to be evaluated.
2. If you purchased directly from em-trak a Warranty claim should be raised using the email [support@em-trak.com](mailto:support@em-trak.com). Please provide the date of installation, product model number, the product serial number and a detailed description of the problem. You will then be issued with an RMA (Return Material Authorisation) number.
3. Once an RMA number has been issued for units confirmed as defective, em-trak will liaise with you to prepare, package, and ship the units back to the UK for further assessment. Please note, unless the unit has failed at outset you will be expected to pay for your AIS to be returned to em-trak for evaluation. em-trak covers the cost of returning the repaired or replaced unit to you.
4. You will be notified once your unit has arrived at em-trak, our Warranty Department will send an estimated return date. In the unlikely event the return date is delayed you will be notified by email. You will receive a final email notification once the unit is ready for return which will include tracking details of the return shipment.

### NOTE:

In all cases em-trak's decision on the validity of any Warranty claim and the remedy is final.

### Completeness of products returned

It is not necessary to return any cables or accessories that came with the original unit, simply package the original unit and return to us using the RMA process noted above.

If further advice is required, request this through the warranty ticket.

### Unauthorised return of products

You cannot return a unit without an RMA reference number, and no work will be carried out until a formal RMA request has been made. If a unit is returned under these circumstances, our Warranty Department will package the units up and return them unrepairs along with an invoice to cover the cost of postage/packaging and administration.

## Glossary of Terms

Term	Description
Product	An em-trak installed product that uses VHF to transmit and receive AIS data across a maritime domain awareness network
AIS	Automatic Identification System
VHF	Very High Frequency. The frequency band used by AIS (156.025MHz to 162.025MHz)
GNSS or GPS	Global Navigation Satellite System or Global Positioning System
Installation	Only em-trak personnel, or em-trak trained personnel can install, remove, or modify an em-trak product. This includes installing all required peripherals including VHF/GNSS antennas, all cabling and power.
Handling	The product is to be handled in a way that does not cause stress, impact, submersion (beyond that stated in IPX7 (1m depth for 30 mins))
Storage	<p>The product is to be stored in a dry, stable environment and must not exceed the storage temperature (-20°C to +70°C) at all times</p> <p>No excess weight should be applied that causes the packaging to be visibly compressed</p>
Packaging	The product must remain packaged in its original packaging until the point of install
Preservation	The product must be preserved in accordance with the Storage requirements until the point of installation. No charging or stock checking needs to take place unless preservation is questioned by events such as flooding, fire or excess weight being applied which causes the packaging to be visibly compressed
Neglect	The product must not suffer the effects of neglect. All user-based maintenance, such as charging, should be performed as applicable
Misuse	Any misuse that results in the product not functioning as intended will result in investigation being carried out, by em-trak authorised personnel, relative to the extent of the misuse
Damage	Any damage that results in the product not functioning as intended, or that appears visibly to affect the product, will result in investigation being carried out, by em-trak authorised personnel, relative to the extent of the damage