

One Year Limited Hardware Warranty

0.1 Hardware Limited Warranty

Reach Technology, a Novanta company, warrants its hardware products to be free from manufacturing defects in materials and workmanship under normal use for a period of one (1) year from the date of purchase from Reach. This warranty extends to products purchased directly from Reach or an authorized Reach distributor. Purchasers should inquire of the distributor regarding the nature and extent of the distributor's warranty, if any. Reach shall not be liable to honor the terms of this warranty if the product has been used in any application other than that for which it was intended, or if it has been subjected to misuse, accidental damage, modification, or improper installation procedures. This warranty does not cover loss, damage, or defects due to shipment and transportation, improper or inadequate maintenance by the customer, customer-supplied software or interfacing, unauthorized modification or misuse, or operation outside of the equipment's environmental specifications or improper site preparation and maintenance. Furthermore, this warranty does not cover any product that has had the serial number altered, defaced, or removed. This warranty shall be the sole and exclusive remedy to the original purchaser. In no event shall Reach be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of this equipment. Reach is not liable for any claim made by a third party or made by the purchaser for a third party. Reach shall, at its option, repair or replace any product found defective, without charge for parts or labor. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty. Except as expressly set forth in this warranty, Reach makes no other warranties, expressed or implied, nor authorizes any other party to offer any warranty, including any implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. This warranty statement supersedes all previous warranties, and covers only the Reach hardware. The unit's software is covered by a separate license agreement.

0.2 Returns and Repair Policy

No merchandise may be returned for credit, exchange, or service without prior authorization from Reach. To obtain warranty service, contact the factory and request RMA Authorization Form which will ask you to specify the nature of the problem, name and phone number of contact person, RMA number, and return address. Once the form has been processed you will receive a RMA number. Reach reserves the right to refund the purchase price as its exclusive warranty remedy.

Authorized returns must be shipped freight prepaid to Reach Technology (5750 Hellyer Avenue, San Jose, California 95138) with the RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. Reach reserves the right in its sole and absolute discretion to charge a 25% restocking fee, plus shipping costs, on any products returned with an RMA.



Reach or its service center will use commercially reasonable efforts to provide the customer with an RMA disposition within ten (10) working days after receipt of the RMA product. Actual delivery times may vary depending on Customer location and any required Customer approvals.

Return freight charges following repair of items under warranty shall be paid by Reach, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser.

Please complete the information below and keep for ready reference.

Product Model:

Serial Number:

Rev Number:

Lot Number:

Date Received:

Invoice Number:

Supplier:

Supplier Contact Information:

UPDATED: 12/14/17