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TREALITY Simulation Visual Systems

Warranty policy

Approval sheet

Approvals	Signature	Date
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Revision sheet

Ver.	Name	Date	Reason for revision
V1.0	GLD	May 15 th , 2015	Adaptation for Esterline Simulation Visual Systems
V1.1	GLD	July 26 th , 2019	Adapted for TREALITY Simulation Visual Systems
V1.2	GLD	February 24 th , 2020	Further adaption for TREALITY SVS

1 GENERAL

The scope of this Warranty policy is limited to systems, products, spare parts and consumables delivered by TREALITY Simulation Visual Systems (further referred to as the TREALITY SVS “Products” or “Systems”) and to the repair services performed by TREALITY Simulation Visual Systems (further referred to as the TREALITY SVS “Services”). The warranty terms for service partners shall be solely governed by individual partner agreements.

1.1 What is covered

TREALITY SVS warrants its systems, products, spare parts and consumables from defects in materials or workmanship for the periods described and subject to the limitations outlined in this document. The standard warranty is based on a return to factory model (on-site product support is optional).

1.2 Warranty Period and Start

The respective warranty periods per product or service are as follows:

Product	Warranty Period
Products	1 year
Spare parts	3 months
Repair services	The greater of 3 months or the original product warranty
Software	3 months
Consumables	see Section 2
Systems	1 year

The Warranty Period shall either commence on:

- the date of *Customer first use* or *Customer On Site Acceptance* (with or without reservations) in case an OSAT milestone was contractually included as part of the purchase agreement.
- the date of initial product (or repair) shipment by TREALITY SVS to the original purchaser (customer) in all other cases.

1.3 Terms and Conditions

TREALITY SVS warranty conditions are in line with TREALITY SVS’s terms and conditions of sales. In the case of conflicts between this document and the governing Terms and Conditions of Sale, this document shall prevail for TREALITY SVS delivered systems, products, spare parts and consumables.

2 CONSUMABLE PARTS

Many components have a limited operational life including some optical components which are subject to degradation over their typical life time. For this reason, separate warranty rules are applied, according to the type of consumable.

Information on typical consumable lifetimes are available upon request via our regional service departments. The typical lifetimes of consumable items are valid when products/systems are serviced with original parts.

2.1 Lamps

Depending on the type of lamp, we distinguish 2 separate lamp warranty procedures.

2.1.1 Xenon Lamps - Prorated warranty procedure

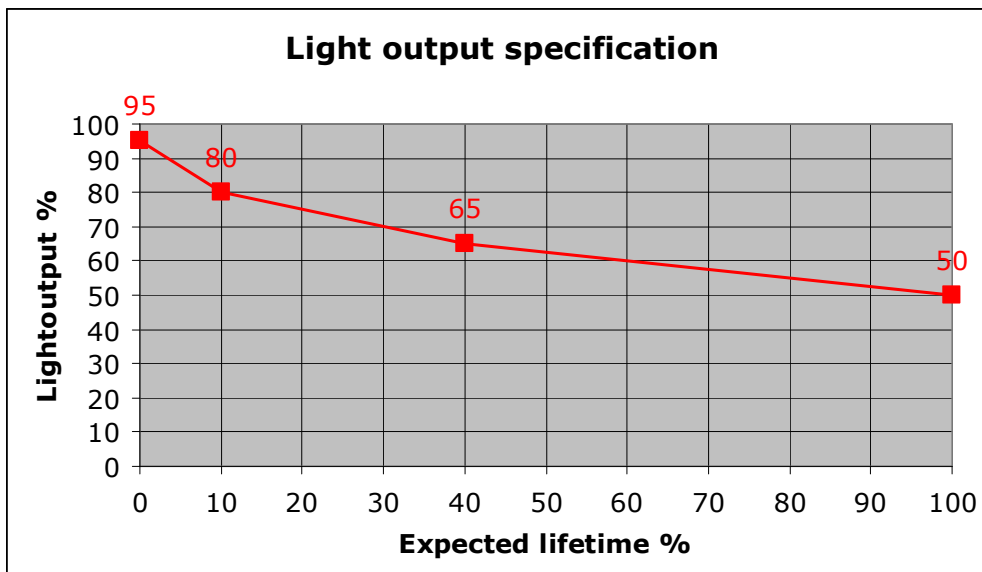
Xenon lamps can be returned to TREALITY SVS for warranty refurbishment in case of one of following defects:

1. material failures
2. failure to strike
3. arc instability

Arc instability (i.e. flicker on screen) should not exceed 2.0% intensity fluctuations of the light output through 50% of its lifetime.

4. reduced light output

Light output below curve in below graph up to 100% of expected lifetime of the lamp



Remarks:

- When available, the end-user has the responsibility to adjust of the Z-Axis of the lamp to meet proper specifications.
- Light output values are measured in a reference projector (during refurbishment).

The pro-rated warranty policy provides a discount on the refurbishment cost of the lamp. The discount is dependent on the operating lifetime of the lamp (x) and the typical lifetime.

2.1.2 Non-Xenon Lamps (e.g. UHP) - Fixed warranty procedure

Non-Xenon lamps are replaced free of charge in the case of failure to function or achieve 50% of typical light output within 3 months of shipment or ½ of the specified operating lifetime, whichever comes first.

2.2 Long Life Optical Components such as X-cubes, engines, light pipes and color wheels

This section addresses optical parts that are in the core optical path and are not specifically identified elsewhere in this document. For these long life consumables, the warranty period is equal to the Product warranty period or 50% of the typical consumable lifetime, whichever comes first.

2.3 Other consumables

For other consumables (CRT's, air filters, polarizers, analyzers, touch screens, optical blend plates, metalized film mirrors, motors, fans, etc.) the warranty period is 3 months or 50% of the typical lifetime, whichever comes first.

3 SYSTEMS

TREALITY SVS delivered systems often contain a mix of passive or optical items and “electronic” devices, all are referred to as system components. System components exist in 4 types:

- TREALITY SVS products (electronic devices)
- Non-TREALITY SVS products (electronic devices)
- Mechanical structures and assemblies (passive)
- Optical items such as flat mirrors and screens (passive)

3.1 TREALITY SVS products

TREALITY SVS products are warranted as described herein.

3.2 Non-TREALITY SVS Products

Non-TREALITY SVS manufactured products are covered by the original manufacturer warranty. Repair or replacement is in accordance with the original manufacturer's policy. In case TREALITY SVS's warranty is superseded or expired, handling fees and or shipping costs may apply in case TREALITY SVS agrees to take ownership of the service.

3.3 Mechanical Structures

Mechanical structures are warranted as part of the system warranty.

3.4 Optical Items

Unless defined as a consumable item, TREALITY SVS warrants passive optical system components against loss of usefulness, discoloration or deterioration of optical quality within the warranty period as a result of manufacturing or material defects, excluding normal wear and tear.

When well maintained, passive system items (mirrors, screens and mechanical structures) are expected to serve their functional purpose for the typical lifetime, subject to normal wear and tear. Any minor or non-disturbing anomaly or imperfection that was already present during time of System OSAT cannot be made subject for a warranty claim once OSAT is formally signed off or system is put in use.

4 LIMITATIONS AND EXCLUSIONS

The Product/System Warranty does not cover for, but not limited to:

- Damage resulting from abuse, lack of maintenance, mis-application
- Damage resulting from shock or vibration in excess of product specification or agreed limits at the time of purchase
- damage or defect resulting from repair done by non-authorized third parties
- degradation of consumables and or artifacts caused hereby
- products/systems that have been maintained or serviced with non-original spare parts/consumables approved by TREALITY SVS.
- any product (dis)mounting costs at the operation site
- shipping costs
- Travel, lodging, meals or other costs associated with repair on site.
- replacement of moveable elements (power cords, remote controls)
- items of the system which were not supplied by TREALITY SVS
- damage resulting from abuse in shipment of the Product (the Product must be shipped in the manufacturer's original shipping carton or other TREALITY SVS approved packaging)
- loss of use, consequential, inconsequential damages.
- Cost of logistics to return product to a TREALITE service center.



The warranty will be honored only if the serial number of the product (or the part, when applicable) is specified. TREALITY SVS reserves the right to refuse repair pursuant to this Limited Warranty if the serial number is not provided to TREALITY SVS at the time of warranty repair. This Limited Warranty is void for the product if the serial number has been changed, removed or defaced.

5 EXTENSIONS

Extensions on this Limited Warranty could be provided under the form of an extended warranty or maintenance contract. Possible extensions are:

- warranty period extension
- on-site maintenance contract

To purchase such an extended warranty or maintenance contract, contact your local TREALITY SVS organization, local distributor or Authorized dealer.

6 DEALER AND PARTNER OBLIGATIONS

For TREALITY certified service partners, we refer to the individual partner agreements.