

Supplier: Ecosir Group Oy

Customer: Buyer

1 Warranty coverage

The supplier submits warranty to parts according to this warranty terms document which covers material- or manufacturing faults. The warranty does not apply to the items mentioned in section 7.

2 Warranty time

The warranty period begins on the date of delivery from Seller unit or intended delivery date if freight provided by the Buyer (Ex Works terms of Sale) or at the latest when the delivery of the equipment is deemed to have taken place (Ecosir Group is responsible for the delivery and freight) or when the installation has been successfully completed or the customer has taken the equipment for production use which ever terms comes valid first. The device or part is considered to be used for production when the Supplier has supplied the equipment to the customer under the contract. If no separate installation inspection has been agreed upon, the customer will have to carry out the acceptance inspection within five (5) days of delivery of the equipment to the customer by the Supplier.

The customer must notify the Supplier in writing without delay errors or deficiencies found in delivery. In case this notification is not done- the demands for warranty are null and void.

3 Duration of the warranty period

The total warranty time 24 months is the period the supplier has stated to be warranty period, unless separately not otherwise stated. Exceptional warranty periods and terms has to be noted in the sales agreement to be valid.

The Supplier will provide warranty time that does not extend the total warranty period in case of any changes of faulty component or repair work done under the warranty period.

4 Warranty and warranty repair terms

The supplier's warranty covers the delivery, replacement part or repair of the faulty parts. Uninstallation and installation of these parts are covered by the Customer.

The repair or change of the faulty parts is provided during the warranty period during the working hours at the supplier's workshop, the Supplier authorized by a service agent or other location or place based on Suppliers information.

5 Delivery terms of the warranty repair

The Supplier and the Customer agree's separately of the delivery terms for parts under warranty repair. If this is not agreed, the delivery term is EXW Suppliers warehouse or from its authorized and trained dealer in EU without transport packaging. If a repair of the faulty part is in question and agreed to be performed outside the Suppliers service unit or Suppliers authorized service partner repair shop, all other indirect or direct non relevant costs like non-eligible costs, such as travel and waiting times, daily allowances, travel expenses, and removal of equipment and costs of reinstallation will be charged by Supplier, according to Suppliers price list for maintenance and repairs work.

The original parts changed under warranty will be owned by Supplier

6 Warranty repair

Warranty repair is subject to the following:

- a. The damage has occurred as normal operating conditions,
- b. The Supplier's, manufacturer's and vendor's installation, operation and maintenance instructions have been followed and the periodic maintenance of the equipment/parts has been carried out by the Supplier or its authorized and trained service agent.
- c. when the service or repair is made by using original spare parts and accessories agreed by Supplier
- d. the warranty repair claim is made by the Customer or his representative in writing immediately and all actions to prevent further damage has been performed by stopping the use of the equipment.

7 Warranty Restrictions

The warranty does not cover

- a. Correction of faults that arise natural wear and tear, misuse, maintenance or repair by other than the Supplier or its authorized representative or misuse of equipment or additional items incorporated which deviate from the original dimensions and delivery scope.
- b. Indirect or direct compensation for damages, caused by a defective device
- c. repairs if someone else than Supplier or a Service Provider authorized by the Supplier has made any modifications or repairs to the equipment or parts or changes in computer programs
- d. consumable parts of such equipment such as motion sensors / switches, marker lamps, open / close / moveable connectors, seals, connectors, slides, batteries and fuses, oils / lubricants / fluids, filters, hoses and transmission / transmission belts or parts which are not considered under warranty

8 Settling disagreements and disputes

Related to the agreement between the Seller and the Customer disagreements are primarily resolved by negotiation between the parties. Otherwise the disputes are handled according to Finnish law and Arbitration Rules of the Helsinki Central Chamber of Commerce. The arbitration tribunal shall consist of one arbitrator. The arbitration shall take place in Helsinki and language is English.