



Warranty Statement

Document: 1000039

REV: C

Release Date: 7/23/2024

1.0 Purpose

This document describes the warranty policy for all Innovative Controls, Inc. products.

2.0 Procedure

Innovative Controls is committed to continuous quality improvement, and we encourage customer feedback, especially comments and suggestions. Good communication with our customers is important to us. If you have a question about our equipment, please call 412.824.2264 and ask for Technical Support.

Our professionally trained technicians are prepared to handle your questions promptly and efficiently. Please be prepared to describe the problem in detail since that will help us resolve it quickly. This information is used in product failure analysis so that future occurrences can be prevented.

The following is covered under the warranty:

- defects in material and workmanship
- operate within published specifications

Innovative Controls will, at its option, repair or replace the damaged product without cost to the customer. **Innovative Controls will not be responsible for labor charges and/or transportation costs. The warranty does not include components damaged by abuse including on-site or in traffic accidents.**

The warranty period includes a 90-day grace period for products not put immediately into service.

Innovative Controls makes no warranty, representation or guarantee regarding the suitability of the products for any particular purpose or the continuing production of any product. To the maximum extent permitted by applicable law, Innovative Controls disclaims (i) any and all liability arising out of the application or use of any product, (ii) any and all liability, including without limitation special, consequential or incidental damages, and (iii) any and all implied warranties, including warranties of fitness for particular purpose, non-infringement and merchantability.

Statements regarding the suitability of products for certain types of applications are based on Innovative Controls' knowledge of typical requirements that are often placed on IC products in generic applications. Such statements are not binding statements about the suitability of products for a particular application. It is the customer's responsibility to validate that a particular product with the properties described in the product specification is suitable for use in a particular application. Parameters provided in datasheets and/or specifications may vary in different applications and performance may vary over time. All operating parameters, including typical parameters, must be validated for each customer application by the customer's technical experts. Product specifications do not expand or otherwise modify Innovative Controls' terms and conditions of purchase, including but not limited to the warranty expressed therein.

Except as expressly indicated in writing, Innovative Controls, Inc. products are not designed for use in medical, lifesaving, or life-sustaining applications or for any other application in which the failure of the Innovative Controls product could result in personal injury or death. Customers using or selling IC products not expressly indicated for use in such applications do so at their own risk. Please contact authorized Innovative Controls personnel to obtain written terms and conditions regarding products designed for such applications.

To initiate a warranty claim, email us at rma@innovativecontrolsinc.com

Returned material must include an RMA number and RMA Form 2000029. The RMA number must be written on the package.

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3.0 Specific Terms

Chrome

Innovative Controls will not warrant chrome plating failures related to discoloration and minor pitting. Our research and testing have shown that chrome plating longevity is directly related to the maintenance performed by the end-user. Proper cleaning of the chrome at regular intervals is required. However, severe surface finish problems that are clearly related to manufacturing, such as separation and flaking in the first 2 years can be photographed and submitted for a warranty claim.

Gauges – 2 years.

Custom Electronics – 1 year.

Electronic Assemblies – 2 years.

Folding Steps – 2 years, exception, step LEDs are not covered under warranty.

Labels – 2 years.

Plumbing Products – 2 years.

Valve Controls – 5 years.

All our customers are important, and we make every effort to resolve issues with the smallest amount of inconvenience for the customer. We value your continued business.

4.0 Revisions

A – Initial Release 10/30/2023

B – Update to Procedure and Specific Terms 3/11/2024

C – Update to Specific Terms 7/23/2024

Approved By: RD 7/23/2024.

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