

Phase One Geospatial Warranties



Congratulations on your New Phase One Product!

We hope that you will experience new levels of productivity with your Phase One product and enjoy increased workflow efficiency.

We suggest that you create an account and register your product on the Phase One website. We also suggest that you sign up to our Newsletter on Phase One website <https://geospatial.phaseone.com/#news> to stay up to date on product news, firmware updates and upgrade paths to new products.

If you need support for your Phase One equipment, please visit our support page at <https://geospatial.phaseone.com/support>

Phase One Inspection and Control Procedure

Phase One equipment is built to last. Combine this with the extended support and warranty program and rest assured that your investment is safe. Before shipping, all Phase One Camera Systems undergo a thorough manual inspection and control procedure which includes the following:

- ▶ Sensor focus adjustment
- ▶ Luma/Chroma calibration and verification
- ▶ Illumination invariance verification
- ▶ Surface inspection
- ▶ Mechanical parts verification
- ▶ Usability testing and capturing of images
- ▶ Visual inspection of images
- ▶ User interface testing
- ▶ Assembly and functional test
- ▶ Final test cycle

Phase One Standard Warranty

Phase One offers a one-year warranty on cameras and lenses as well as the iX Controller. This means that we repair all manufacturing defects free of charge one year from date of purchase.

- ▶ The warranty on RS/RSM lenses shutter modules is limited to one year from the date of purchase or 500,000 shutter actuations, whichever comes first.
- ▶ The repair time at Phase One service center is 2 weeks excluding shipping.
- ▶ For more details, please refer to our Warranty Policy in the back of this brochure.

Phase One Premium Warranty

Phase One's standard one-year period can be extended to the annual Premium Warranty Package for an extra charge*,

The Premium Warranty Package includes additional services as follow:

- ▶ Uptime unit during the repair period. The delivery time is 1 week excluding shipping
- ▶ Free of charge 500,000 shutter actuations maintenance per 12 months

**See current price list for annual fee*



Phase One Warranties

Subject to the terms contained here and below, Phase One warrants new products manufactured by Phase One against defects in materials and workmanship for a period of twelve (12) months from the date of purchase and covers parts and labor for repairs. However, Phase One shall not be liable for consequential damages or loss of data.

During the warranty period, Phase One undertakes to repair defective items at no charge to the customer, when such defects are reported to Phase One within the warranty period, and the defective part(s) are returned to Phase One no later than thirty (30) working days after expiry of the warranty period. The customer shall cover the cost of transportation to Phase One, and Phase One shall cover the transportation costs for returning the products after repair.

The warranty is limited to the repair of the faulty part. The warranty does not cover faulty items, where the customer or a third party has attempted without authorization from Phase One to make alterations or repairs, or if the fault is caused by any other circumstances or equipment than the Products themselves or if it is determined that the cause of a failure is the result of customer action or neglect (e.g., dropping or other accident), in which case all costs will be invoiced to the customer. The warranty shall cover only such defects which are due to faulty materials or workmanship. Phase One carries no responsibility for any indirect loss, e.g. consequential loss; loss of profit; loss of data; additional costs etc. as a consequence of deficiencies in Phase One's deliveries.

Phase One shall have no obligation to make repairs required through normal wear and tear or necessitated in whole or in part by catastrophe, fault or negligence of the user, improper or unauthorized use of or attempt to repair the Products by user or others, or by causes external to the products of part thereof such as, but not limited to, power failure or unusual environmental conditions.

Phase One Repair Procedure

Should you encounter a problem with your Phase One product, please contact your authorized Phase One dealer* who will try to troubleshoot the problem.

If the product must be returned to Phase One, for repair, a Return Merchandise Authorization (RMA) number from Phase One will be requested by the authorized Phase One dealer.

Each product must be returned with a proof of purchase and a serial number. Phase One reserves the right to determine if the repair is covered by the terms of the warranty.

The product must be shipped with the RMA reference number. Shipping costs for RMA Products are at the charge of the sender. Phase One strongly recommends to contract a shipping insurance policy as any damage occurring during transportation is at the sender's sole responsibility.

RMA numbers are valid for a period of four (4) business days from the date of issuance. products must be sent to Phase One within that period. If a product is returned to Phase One, (a) without an RMA number from Phase One; or (b) beyond the four-business day period; or (c) without proper packaging; Phase One reserves the right to refuse the package and thereby, void the warranty.

Repaired product under the terms of warranty will be shipped back, all costs paid by Phase One.

For image quality issues, samples images must be included with the faulty product.

All repaired products with the Phase One warranty are covered for a period of ninety (90) days by the terms and conditions of such warranty.

Repaired products without the Phase One warranty are covered for a duration of six (6) months on the repaired parts.

**In the case of direct sales, please contact Phase One support via the Phase One website.*

Coverage of Warranty

This Warranty is the complete and exclusive statement of warranty coverage, and it supersedes all prior oral, written, express or implied proposals and communications pertaining to the subject matter hereof. ALL EXPRESSED OR IMPLIED WARRANTIES FOR PHASE ONE PRODUCTS INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY WAIVED subject solely to the limited warranties indicated in this document. No warranties, express or implied, will apply after the warranty period has lapsed.



Product Serial no.

Static IP Adress

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Static IP Adress

Phase One Partner stamp:

Date:

Signature: