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## SAM e.p.s - 5 Year Extended Warranty

MG Electric (Colchester) Ltd (MGE) warrants to the purchaser the product to be free from defects in materials and faulty workmanship for a period of 12 (Twelve) months from the date its original purchase or for an extended period of 60 (Sixty) months if the product purchase is registered with MGE within 30 days by completing the appropriate Warranty card or online form supplied with the unit.

If during this designated warranty period the product proves defective by reason of defective materials or faulty workmanship and the customer notifies the Seller in writing of this, MGE or the MGE Authorised Seller (subject to written approval from MGE) will without charge for labour or parts, repair or (at MGE's discretion) replace the product or its defective parts in accordance with the terms and conditions set out below.

MGE reserves the right to replace defective parts or products with either new or refurbished spare parts or products at its sole discretion following evaluation of the defective product.

### Conditions

1. This warranty will be granted only when the original invoice or sales receipt (indicating the date of purchase, product type and Seller's name) is presented together with the defective product. MGE reserves the right to refuse free-of-charge warranty service if the above documentation\information cannot be supplied or if the information contained in it is incomplete or illegible.
2. This warranty will be invalid if the type or serial number on the product has been changed, deleted, removed or made illegible.
3. Genuine Manufacturer's spare parts and consumables (including filters) must be used with SAM units to ensure safe operation. Use of non-approved parts will invalidate this warranty.
- 4 This warranty does not cover any of the following:
  - a. Periodic maintenance and repair or replacement of parts due to normal wear and tear;
  - b. Any adaptation or changes to the product from its normal purpose as described in the Operation and Maintenance Manual, without the prior written consent of MGE;
  - c. Transport costs, home service transport cost and all risks of transport relating directly or indirectly to the warranty of the product;
  - d. Batteries, electrodes, covers, fuses, power cables, filters, consumable items and normal wear and tear.
  - e. Any staining, discoloration or other cosmetic irregularity, which does not impede or degrade product performance;
  - f. Damage resulting from:
    - i) Misuse, including but not limited to ;
      - (a) failure to use the product for its intended use or in accordance with MGE's instructions for proper use and maintenance, and
      - (b) installation or use of the product in a manner inconsistent with the technical or safety standards in force in the country where it is used and
      - (c) improper or incorrect installation of software;
    - ii) Repair carried out by non-authorized persons or the customer themselves;
    - iii) Accidents, lightning, water, fire, improper environmental conditions or any other cause beyond the control of MGE;
    - iv) Defects arising from this product being incorporated into any other system.