

Two Technologies, Inc.

Warranty Policy for IP rated Products

The IP rating system is a standard to which devices are tested to determine their resistance to the ingress of dust and dirt and/or moisture. The IP rating on a device is an indicator that the device meets certain criteria with respect to its ability to be used in wet and/or dirty environments.

The IP rating alone is NOT an implied warranty. That said, Two Technologies has adopted the following policy regarding repairs and warranty coverage on IP rated products.

All IP rated units carry a 2 year warranty against component failures and defects. This is the same warranty that applies to a non IP rated unit. When an IP rated unit exhibits a failure, after being exposed to extreme dust or moisture, the following procedure will be applied to determine why the failure occurred and whether or not it will be covered by the warranty.

Two Technologies will, upon receipt of the unit at its discretion, perform visual inspection of the unit as well as other tests to determine the root cause of the failure. Our experience with the techniques used to seal the unit allow us to understand whether or not a seal has failed, or has been subjected to dust and/or moisture that is in excess of the unit's IP rating. Any unit that is determined to have been subjected to conditions that exceed its IP rating, will not be covered by the warranty. We realize that there are literally hundreds of different scenarios, so each unit will need to be evaluated. If a unit is found to have a defective seal that has allowed moisture and/or dust to infiltrate the unit and cause damage, the unit will be repaired or replaced under the terms of the warranty.

The following scenarios can be used as representative samples of how warranty coverage may or may not be assessed.

Scenario #1:

While using an IP unit in the field, the unit is dropped on the ground. The unit does not appear to have any visible damage, and it still operates. Three weeks later, the same unit is used outside during a rain storm. The next day several of the keys no longer work.

When the unit is examined by Two Technologies, a crack in the case is discovered that likely occurred when the unit was dropped. This crack allowed water to leak into the case and infiltrate the keypad switches, causing them to corrode and fail.

This unit would NOT be covered under the warranty, since ANY breach of the case that creates a place for moisture to enter, negates the IP rating. If a unit is dropped or compromised in any other manner, it should be carefully inspected, and if there is any suspicion that the case or seals are damaged, it should be returned to Two Technologies for inspection.

Scenario #2

A unit is being used near lawn sprinklers on a golf course. The unit is accidentally exposed to the force of the sprinkler for an instant. After this exposure the unit begins to exhibit erratic behavior. The unit is returned to Two Technologies with a description of what has occurred. On our visual inspection, we discover a void in the seal between the case halves. This void allowed water to enter the case and came in contact with the power supply PCB, causing it to operate erratically.

Since the failure of the unit occurred as a result of the failure of a seal, this unit would be covered by the warranty.

Any questions surrounding the terms of this warranty should be directed to your Sales Representative.