

K-ARRAY PRODUCT WARRANTY POLICY 2023

K-ARRAY WARRANTY

K-array surl warrants its products (K-array, KGEAR, KSCAPE) against defects in material or workmanship. The term of the K-array surl Warranty is five years* from the original date of purchase of the product and their accessories. This warranty may be transferred to a subsequent owner during the warranty period. However, such a transfer shall not extend the warranty period beyond the original warranty period of five years from the original date of purchase stated on the invoice from the distributor to the end client.

*Products included in the Marine Price list and Spare Parts are covered for only 2 years commencing on the date of client's purchase from Distributor.

WARRANTY COVERAGE

The K-array surl warranty solely covers the replacement of defective parts and/or the repair of parts as deemed necessary by K-array surl. K-array surl does not accept responsibility for the loss of use while the equipment is being repaired nor costs incurred for repairs. Return of products under warranty claim must first be authorized by K-array surl.

HOW TO CLAIM

The client must notify K-array surl with a registered email within 8 business days. The claim must fully state the nature of the defect and serial numbers of the products. Any products or equipment relating to the warranty claim should be returned to the Distributor in the original packaging or sufficient to prevent damage during shipment, prepaid freight and be accompanied by the original purchase invoice. Any non-warranty repair costs will be invoiced in full to the Client.

WARRANTY EXCLUSIONS

We wish to respectfully remind purchasers and owners of K-array surl products and equipment that in line with warranty compliance provisions, material should be operated and maintained according to K-array surl specifications at all times. The warranty excludes the following:

- Damage by improper use and improper or incorrect installation. This includes damage to any parts due to over amplification or connection to an incorrect supply voltage or to a non K-array/KGEAR amplifier.
- Claims where it is found that the product or equipment designed to be operated in conjunction with a signal control device has been operated without such a signal control device connected.
- Any damage caused by connection to or operation in conjunction with a signal control device that does not meet the specifications or device that does not have prior written approval from the Manufacturer.
- Damage caused by neglect or abuse. This includes accidental dropping, water ingress, incorrect mounting or exposure to excessive temperatures or humidity.
- Castors and wheels attached to the equipment.
- Damage due to wear and tear sustained during normal use.

WARRANTY EXCLUSIONS

- If any act of repair or attempted service or removal of parts by any persons, owners or service agents not specifically authorized in writing by the Manufacturer.
- If it is found that the instructions and procedures for initial start-up and running in of the product or equipment have not been followed precisely or the security procedures have not been adhered to fully.
- If parts or accessories not supplied, manufactured or authorized in writing by the Manufacturer are found to be incorporated into or connected to the product or equipment at any time.