

Warranty

The warranty period of the Ulyser Tester and Analyser for Underwater Locating Devices is 12 months from the date of delivery from Novega.

Warranty conditions:

The Novega Produktionssysteme GmbH guarantees, that the electronics and the housing of the Ulyser Tester and Analyser for Underwater Locating Devices will stay free from functional defects for at least 12 months from the date of delivery from Novega. Novega will overhaul or replace any Ulyser, where the Novega Fault Found Process (FFP) confirms the warranty case.

This warranty does not cover:

- optical defects due to usage, which have no influence on the functionality
- defects, caused by the customer's operating error in using, testing or maintenance of any Ulyser not according to the Novega CMM
- Product defects, caused by deviant operating conditions, abuse, misuse or neglect
- Defects on the Ulyser, caused by action of external violence
- any defect Ulyser, where the customer has attempted any repair or service of the internal components

The customer is inter alia responsible for the following tasks:

- Ulyser maintenance
- Maintenance by trained and certified staff only
- Returning of the Ulyser for the annual functional test

In case of a warranty claim:

- Attempt of remote problem solving, e. g. via phone, e-mail or skype
- Request for RMA at Novega help desk
- Removal, sufficient packaging and shipping FCA of the defective Ulyser back to Novega or a designated Novega service point

The exclusive responsibility of Novega, concerning this warranty, is limited to the overhaul or replacement of a confirmed "fault found" Ulyser either in its premises in Sulzberg, Germany or at an approved Novega service point. The warranty covers the product only, thus Novega will not reimburse direct labour costs for inspections, repairs, removal/reinstallation of the Ulyser.

WARRANTY CLAIMS AGAINST NOVEGA CANNOT BE ASSERTED FOR ANY DAMAGES, CAUSED IN INAPPROPRIATE CONDITIONING REGARDING ASSEMBLY, USING, TESTING, MAINTENANCE AND SERVICING OF THE ULYSER.