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Limited Warranty Policy

The Krusman Limited Warranty Policy is stated below. If you are ready to return a product, please review our Return Authorization Policy.

Krusman Emergency Showers Warranty Coverage

Krusman Limited Warranties are provided by Krusman Emergency Showers (Krusman) and cover defects in workmanship and materials.

This Warranty shall be read together with Krusman's General Terms and Conditions. In case of any conflict, the General Terms and Conditions shall prevail.

Duration of a Krusman Warranty Period

These warranties last for a Warranty Period from the date of delivery in accordance with agreed Incoterms®. The warranties vary between different product categories as defined below.

- **Mechanical products** – Warranty Period up to 24 months from delivery.
- **Electrical components** – Warranty Period up to 12 months from delivery.
- **System products** – Warranty Period up to 12 months from delivery.

For components not manufactured by Krusman, warranty may be subject to the original manufacturer's terms; however, Krusman's warranty obligations shall not exceed the periods stated above.

What will Krusman do?

Krusman, at its option, will repair or replace the defective product free of charge, provided that you notify Krusman of the product defect without undue delay and within the applicable Warranty Period, and provided that Krusman through inspection establishes the existence of such a defect and that it is covered by the Limited Warranty. Krusman will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. Krusman reserves the right to use parts or products of original or improved design in the repair or replacement. If Krusman repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or 90 days from the date of the return shipment to the customer, whichever is greater. All replaced products and all parts removed from repaired products become the property of Krusman.

Obtaining Service

If your product requires troubleshooting or warranty service, contact your local representative. If you are unable to contact your local representative, or if they are unable to provide you service, contact Krusman directly.

In any warranty claim, proof of delivery or purchase must accompany the product and the product must not have been disassembled or modified without prior written authorization by Krusman.

Proof may be in any one of the following forms:

- The dated invoice from the original purchase of the product, or
- The dated local representative's invoice

Krusman must be given the opportunity to remedy any defect. The Buyer shall not repair the product or engage a third party without prior written approval from Krusman, except in emergency situations where immediate action is necessary to prevent further damage. In such cases, Krusman must be notified without undue delay. If Krusman fails to act within a reasonable time, the Buyer may remedy the defect and claim reasonable, documented costs not exceeding the value of the product.

What do Krusman warranties not cover?

Krusman Limited Warranties do not cover normal wear and tear of the product or costs related to the removal, installation or troubleshooting. These warranties do not apply to and Krusman will not be responsible for any defect in or damage to:

- a) the product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or used in an unsuitable environment;
- b) the product if repairs have been done to it other than by Krusman or Authorized Local Representatives.

Krusman shall not be liable for indirect or consequential damages, including but not limited to loss of production or profit. Krusman's total liability shall in all cases be limited to the value of the defective product.