

8. Warranty

LIMITED WARRANTY

Effective 12/18/18

This product is warranted to be free from defects in material and workmanship for a one (1) year period from the date of shipment, subject to the following restrictions and obligations.

Restrictions:

This warranty does not cover (1) shipping damage, (2) standard wear parts, (3) routine maintenance and cleaning, (4) calibration services, and (5) interfacing equipment with the Owner's computer network.

Obligations:

1. PINE will provide technical support via telephone and/or email to assist EQUIPMENT OWNER's technician in diagnosing the problem and making needed repairs.
2. EQUIPMENT OWNER will cooperate with PINE to the fullest extent of his ability with diagnostic and repair assistance in repairing the equipment.
3. PINE will replace or repair parts, including shipping costs, which shall upon examination disclose to PINE's satisfaction to have been defective.
4. PINE will provide a technician to make the necessary repairs on site (A) when a machine is in the United States of America*, (B) when all other attempts to resolve a warranted issue are unsuccessful, and (C) when an on-site repair is appropriate.
5. PINE will provide a technician to make the necessary repairs in PINE's factory (A) when a machine is in the United States of America*, (B) when all other attempts to resolve a warranted issue are unsuccessful, and (C) when an on-site repair is inappropriate.
 - o EQUIPMENT OWNER will prepare the machine for shipment back to PINE's factory.
 - o PINE will pay the cost to ship the warranted machine to and from PINE's factory.
6. PINE will provide a technician to make the warranted repairs in PINE's factory (A) when a machine is outside the United States of America* and (B) when all other attempts to resolve a warranted issue are unsuccessful.
 - o EQUIPMENT OWNER will prepare the machine for shipment back to PINE's factory.
 - o EQUIPMENT OWNER will pay the cost to ship the warranted machine to and from PINE's factory.
7. EQUIPMENT OWNER will pay charges associated with non-warranted repairs, which includes but is not limited to travel expenses, labor, parts and freight charges.

* The United States of America is defined as the 50 states and the District of Columbia.