



Warranty Terms and Conditions for Andel Floodline® Leak Detection Products

Andel BV trading as Andel Environmental is a Netherlands registered subsidiary of Andel Ltd, UK. Andel Floodline® 10-Year Warranty Terms effective from the 1 September 2022. This extended warranty replaces Andel's standard 12 months warranty.

Goods covered by this Warranty include all Floodline® control panels, water, oil and gas leak detection sensors and systems, temperature and humidity monitoring systems, water sustainability and flow monitoring systems and accessories.

1. Warranty Period

The Warranty Period is for 10 years from the date of delivery of goods.

2. Warranty

The Company (Andel Ltd and subsidiary Andel BV trading as Andel Environmental) warrants that all Floodline® Leak Detection Products supplied shall materially conform to their specifications as published by the Company and shall be free from any material defects in material and workmanship for a period of ten years ('Warranty Period').

- a) During the warranty period, Andel will repair or replace products that are defective free of charge to the Buyer, provided that the defective product is returned to Andel Ltd, Unit 1 Dodworth Business Park South, Upper Cliffe Road, Dodworth, Barnsley UK S75 3SP or to an Andel Authorised Distributor. Repaired and/or replaced products will be returned free of charge to the Buyer. If a returned product, following examination and testing by Andel technicians, is found not to be defective or has not been used or maintained in accordance with Andel Floodline® 10-Year Warranty Terms, the item will be returned at the Buyer's cost.
- b) Outside of the warranty period, Andel Ltd may either repair or replace products that are demonstrated to be defective following agreement on any costs incurred for repairs, replacement and return, being entered with the Buyer, prior to any work being undertaken by Andel Ltd.

3. Product Return Procedure

If, during the warranty period, the Buyer discovers a defect in goods, the Buyer should immediately inform Andel Environmental or the Andel Authorised Distributor who supplied the goods, about the defective product, providing a fully completed Return Material Authorisation (RMA) and with Andel Ltd's agreement, the Buyer shall return the product as soon as possible to Andel Ltd following the RMA procedure. RMA documentation is available on request.

All Products returned to Andel Ltd, Unit 1 Dodworth Business Park South, Upper Cliffe Road, Dodworth, Barnsley UK S75 3SP or to an Andel Authorised Distributor are required to be packaged correctly to prevent damage during shipment. Any damage that occurs during shipment is the responsibility of the Buyer and the shipping company. Products returned for repair, whether in or out of warranty, which are found to be damaged beyond repair, due to misuse, negligence or missing components, will either be returned to the Buyer 'as is' or scrapped by Andel Ltd at the Buyer's option. Where applicable Andel Ltd serial numbers must remain intact and be readable to enable tracking and to ensure warranty repair and/or replacement.



4. Limitation of Warranty

This Warranty is limited and will not apply and Andel Ltd will not be obligated to correct, cure or otherwise remedy any error or defect in the Products if the Product:

- (a) has been modified or altered by Buyer or other third party.
- (b) has had any version numbers, proprietary notices or other identification markings altered, removed or rendered illegible.
- (c) has been damaged by or subject to the improper operation, misuse, accident, neglect or has been used in any way other than in strict compliance with the documentation provided with the Product.
- (d) has been damaged from improper or inadequate maintenance by the Buyer, unauthorised modification or misuse, operation outside of the environmental specifications for the Product, or improper site preparation or maintenance. If any warranty claim by a Buyer falls within any of the above stated exclusions, the Buyer will pay Andel Ltd's current rates and charges for performing any corrective work. If any repairs or other corrective work have been performed by an unauthorised party, the Limited Warranty shall become immediately null and void and shall be of no further force or effect. In addition, if requested by the Buyer, Andel Ltd may, at its sole discretion, perform out of warranty repairs at its then current charging rates.

5. Limitation of Liability

Andel Ltd's sole liability for defective products is expressly limited to the remedies of repair or replacement of such defective product and will in no event exceed the amounts received by Andel Ltd for such product.

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