



GENERAL WARRANTY CONDITIONS

FURUNO DANMARK A/S

1. General

The following warranty terms shall apply for delivery of new equipment and spare parts from FURUNO DANMARK A/S to our dealers and commercial business partners.

1.1. FURUNO Products (Complete equipment)*:

FURUNO equipment is covered by a 24 month warranty on parts, calculated from the date the equipment has been installed by an authorized FURUNO Dealer, or 30 months from invoicing, whichever comes first.

If FURUNO decide to address a warranty repair by supplying another complete equipment (Exchange) the new warranty period will be a maximum of 24 months after installation.

1.2. Products from other manufacture:

Products from other manufacture is covered by the manufactures' warranty conditions, which may differ from FURUNO DANMARK's general warranty terms.

If FURUNO decide to address a warranty repair by supplying another complete product (Exchange) the new warranty period will be according to the manufactures warranty.

2. Spare parts

FURUNO spare parts are granted 6 Months warranty on parts, from date of invoice. Warranty for non-Furuno spare parts are covered in accordance with Manufactures Warranty Terms.
For magnetrons special condition apply, max. 2000 hours or 6 months whichever expires first.

3. Special conditions For FURUNO Products

If a product with a serial number are reserved the Warranty period will commence at the reserve date.

The following are not covered by the warranty:

- Normal wear, which cannot be related to defects in the product.
- Wrong usage of the equipment.
- Damage caused by transport or improper storage.
- Abnormally high or low supply voltage, beyond equipment specifications.
- Service or installation carried out by unauthorized persons.
- Conditions which are outside FURUNO DANMARK control, such as (lightning, water damage, fire, force majeure)
- Possible water penetration for indoor parts in case of negligence or improper operation.
- Connection of other equipment that does not comply with the specified standards for connection of FURUNO DANMARK A/S supplied equipment.
- Underwater Parts.
- Costs associated with the replacement of underwater parts
- Routine service and maintenance.
- If serial number is damaged or removed.
- Software updates except specifically requested by FURUNO DANMARK A/S.

*) Excluding Weather Radar an Planning Stations



**Radar parts are covered with the following guarantees:**

Filament operation time is limited to:

- Magnetrons: 12kW or lower: 2000 hours
25kW or higher: 1000 hours
- Misc. Assy: 6 months from date of installation.

The following parts are not covered by FURUNO DANMARK's warranty:

- Fuses
- Lamps
- Paper
- Printhead
- Cables
- Protection caps
- Disks
- Drive belts
- Batteries
- Hydrostatic trigger

FURUNO DANMARK may authorize the crew to make service of the equipment without affecting the warranty.

Parts, delivered as replacement parts (Exchange) for warranty repairs, will be invoiced at list price, at time of shipment.

Dealer or Commercial Business Partner pays all shipping cost for shipping defective parts to FURUNO DANMARK. If the received unit is under warranty and found faulty during inspection, FURUNO DANMARK pays shipping cost of the repaired part, to the same destination from where it has been received, or a preapproved warehouse.

Defective and unused parts must be registered in our RMA system and returned to the FURUNO DANMARK together with a detailed failure report, no later than 30 days after the service has been completed

When returned replacement parts (Exchange) are received, inspected and found in good working condition, a credit note will be issued, covering the defective part's invoice amount.

4. Installation / Commissioning for FURUNO Products

Only authorized FURUNO Service technician shall perform the installation and the commissioning. Warranty for the installed equipment is only valid once equipment is registered in FURUNO Service Management System (SMS) according to FURUNO guidelines. In case of missing SMS registration, all costs and expenses related to a warranty case, is transferred to the Dealer or Commercial business partner.

5. Compensation for Labour, Travel Time and Car Mileage for FURUNO Products

FURUNO DANMARK A/S warranty include compensation for labour, travel and car mileage with the limits shown below **:

Labour: Four (4) man-hours (normal work-hours)
Travel time: Two (2) hours (normal work-hours)
Car Mileage: One hundred and sixty (160) kilometres round trip

**All warranty compensation requests shall be approved by FURUNO DANMARK to apply!





6. Coverage Exclusions:

The following are not covered by FURUNO DANMARK A/S warranty:

- Travel cost
- Freight
- Custom Clearance
- Custom, VAT, licenses, etc.
- Stocking costs
- Insurances
- Packing, in addition to the standard package for the device
- Instruction in use of the equipment
- Crane assistance
- Routine Maintenance, annual survey

7. Fault on supplied equipment

Any failure on equipment, shall without any delay, be reported in writing to FURUNO DANMARK A/S, with identification of the faulty equipment (model and serial number), as well as a complete failure report and the original invoice number.

FURUNO DANMARK A/S will take the necessary steps to rectify the failure. If equipment is under warranty and no failures are found during workshop inspection, a fee will be charged for the inspection.

In case of no failures found, any warranty claim will be rejected, and all costs associated to the warranty case shall be covered by Dealer or Commercial business partner.

8. Transfer of Warranty conditions (for authorized FURUNO Dealers)

Warranty for the supplied equipment is transferred to the end-user, when the device is registered with FURUNO DANMARK A/S and entered into the FURUNO Service Management System (SMS) according to FURUNO guidelines. In case of missing registration, all costs associated to the warranty case, shall be covered by Dealer or Commercial business partner.

9. Warranty on Parts (for authorized FURUNO Dealers)

FURUNO DANMARK A/S provides in the section 1) mentioned warranty on supplied parts, used for repairing of FURUNO equipment. Any returned part, which is assumed to be defective, must be accompanied by a detailed service report describing the failed component. Returned parts must be registered in Furuno Denmark's RMA system and the RMA number must be applied to the service report. RMA registration shall be done, using our website (www.furuno.dk).

10. Liability

FURUNO DANMARK A/S's warranty obligations cannot exceed the amount invoiced for the equipment.

