

# Our Promise to You

## WeatherTRAK Product Warranty

This describes the Limited Warranty and support provided for all HydroPoint® hardware products from the time of their initial purchase, as well as the Extended Warranty available for purchase to cover additional years.

HydroPoint Data Systems Inc. ("HydroPoint") warrants to the purchaser of WeatherTRAK products, when shipped in its original carton, that they will be free from defects in materials and workmanship for the time period set forth below. During the warranty period, which begins with the end-user's purchase, HydroPoint will, at its option, either repair the defect or replace the defective product or part thereof at no charge to the purchaser for parts during the warranty period:

- Ten years from date of purchase: OptiFlow® XR controllers
- Five years from date of purchase: WeatherTRAK ET Pro3 controllers
- Three years from date of purchase: WeatherTRAK LC/LC+ controllers, WeatherTRAK FlowLink™, WeatherTRAK FlowShare series, WeatherTRAK Flow3 and FlowHD, WeatherTRAK 2-Wire decoders and line surge protectors
- All other items sold by HydroPoint carry their manufacturer's standard warranty.

### Worry-free Wireless Warranty™

WeatherTRAK controllers include the HydroPoint Worry-free Wireless Warranty, which is intended to ensure that HydroPoint controllers maintain compatibility with new cellular network standards as old technologies are discontinued.

Under this program, when the specific carrier used for a WeatherTRAK controller is about to discontinue local coverage as part of a standards transition (for example, from 3G to LTE), HydroPoint will provide – at no additional cost – updated communications hardware that provides connectivity to one of the new standards. For example, a WeatherTRAK controller with 3G support will receive a free update to LTE coverage when 3G support is about to be discontinued in its service area. This includes a new modem and, if required, a compatible antenna.

This warranty enhancement does not include installation or labor costs, nor for continued coverage when a carrier has moved or eliminated a cell tower or provides a signal which is either intermittent or of insufficient strength, however.

All WeatherTRAK LC/LC+, WeatherTRAK ET Pro3, and OptiFlow XR controllers activated on or after December 1, 2017 are eligible for this enhanced warranty, as long as they are also covered by their original warranty or an applicable warranty extension. The Worry-free Wireless Warranty is automatically included with the standard and extended controller warranties.

### Additional Terms and Conditions

This warranty does not apply to any product which has been damaged, defaced, subjected to misuse, abnormal service or handling (including shipping damage), or which has been altered in design or construction.

This warranty does not cover surface discoloration on stainless steel enclosures. Surface discoloration can occur from a variety of environmental conditions outside of that which HydroPoint can control such as wind-blown soils, water quality, and contaminants.

The warranty described above is in addition to whatever implied warranty may be granted to purchaser by law. (All implied use is limited to the period(s) from date of purchase set forth above).

Neither sales personnel of the seller nor any other person is authorized to make any warranties other than those described above, or to extend the duration of any warranties beyond the time period described herein.

The warranty described above shall be the sole and exclusive warranty granted by HydroPoint and shall be the sole and exclusive remedy available to the purchaser.

Correction of defects, in the manner and period of time described herein, shall constitute complete fulfillment of all liabilities and responsibilities of HydroPoint to the purchaser with respect to the product, and shall constitute full satisfaction of all claims, whether based on contract, negligence, strictly liability or otherwise.

In no event shall HydroPoint be liable or in any way responsible, for any damages or defects in the product which were caused by repairs or attempted repairs performed by anyone other than HydroPoint.

HydroPoint shall also not be liable or in any way responsible for any incidental or consequential economic or property damage. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.

This warranty does not apply to improper installation or grounding, acts of God, such as lightning strikes and/or electrical vandalism, vermin such as slugs, ants, rodents etc., or improper electrical connections.

### Warranty Service Procedures

In order to enforce the rights under this limited warranty, the purchaser must notify HydroPoint of a warranty claim by contacting +1 800 362 8774. At that time, the purchaser will be asked to provide dated proof of original purchase. Acceptable forms of this shall be a photo copy or scanned image of the dated original invoice, which can be faxed or emailed to HydroPoint. If proof of purchase is not available, HydroPoint will use the original shipment date on record. The purchaser will also need to provide a full description of the type of problem occurring, a contact name, address and telephone number and/or email. If requested, purchaser must return the defective product at their own expense.

### HydroPoint Data Systems, Inc.

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