



## **WARRANTY, APPLICATION LIMITATIONS & RETURN MATERIALS PROCESS**

### **NOTICE**

The data and application materials included with this product are provided for information only and are believed to be reliable. We cannot assume responsibility for test results achieved by others, over whose test methods and equipment we have no control. It is the user's responsibility to test product to determine suitability for the user's purpose and to adopt such precautions as may be advisable for the protection of property and persons against hazards that may be involved in the handling and use of the product. Our products are being continuously improved and therefore, data contained herein is subject to change without notice.

### **QUALITY POLICY**

We understand that our business is really a product and service business. To do well for our customers and for ourselves, we must constantly improve: with technology and products; with innovation and creativity; with sales and marketing insights; with production processes to make and deliver our goods and services; with the application and use of our product; and with the value proposition for the customer. We are committed to meet the requirements and continually improve our quality system and regularly review and achieve our quality objectives. All our employees are made aware of and play an important role in the Quality Policy. Our objective is to thrive as a business, create a healthy and profitable environment for ourselves, and to delight our customers who buy our goods and services.

### **PRODUCT SPECIFICATIONS**

Our products are being continuously improved and therefore, specifications for standard products are subject to change without notice.

### **APPLICATION APPROVALS/LIMITATIONS**

It is increasingly common for OEM equipment manufacturers to require of their suppliers that they participate in product design throughout the various stages of development. This is a positive outcome of concurrent design strategies and one in which, if properly executed, should result in more robust equipment, with higher long-term customer satisfaction. As a supplier, Axiomatic Technologies Corporation is committed to supporting our customers in their efforts to make better equipment through proper application of our products.

Engineering of equipment is a quantitative process. Successful implementation of operation concept requires the listing of measurements and specifications. Only against comprehensive real numbers and supporting test data, therefore, can an engineer determine whether a product is appropriate for use in an application.

Axiomatic Technologies Corporation will offer limited approval for an application only to the extent that the equipment developer provides application-specific hard specifications for the control product, typically delivered in written form on engineering drawings, or other documentation. Viewing of OEM equipment operation, durability goals, joint participation in FMEA exercises, and provision of applicable industry standards information by the OEM are considered by Axiomatic as extremely useful in the development of the specification. However, it is our policy, herein, that any information or other aspect of intended equipment operation not transferred to written specification is ineligible for "application approval". Limited application approvals may be authorized only by Axiomatic's President or Program Manager and must be in writing.

Axiomatic products have been successfully applied in a variety of commercial applications and are designed to generally conform to common industrial and mobile performance standards and practices. Contact Axiomatic for details on specific third-party product testing where certifications are marked on the product. However, Axiomatic specifically prohibits any Distributor, Customer, or other third party from applying Axiomatic products in the following applications, without obtaining Axiomatic approval:

- Explosive or hazardous environments
- On-highway or railway vehicles carrying passengers
- Aircraft or aerospace vehicles
- Ordnance equipment
- Nuclear facility equipment
- Lifesaving or support equipment

Questions regarding acceptance of applications should be directed to Axiomatic engineering personnel. Acceptance must be obtained in writing and does not constitute suitability for use, which is the sole decision of the equipment manufacturer, based on qualification testing of the device.

#### **Axiomatic Technologies Corporation**

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## WARRANTY

Axiomatic Technologies Corporation warrants to the original purchaser of its products that the products are free from defects in workmanship and material when operated under normal conditions and in accordance with accepted Axiomatic and/or industry recommended practices. This warranty extends only to the original non-consumer purchaser of the product and is not transferable.

This warranty shall be in effect for a period of 12 months from the date of sale by Axiomatic. When the date of sale information is not available, the warranty is 12 months from the date of manufacture as indicated by the date code stamping on the product. The DC-DC Converter product line, p/n's SMP-X and AX08XXXX, carries a 24-month warranty.

This warranty specifically excludes products not of Axiomatic's manufacture, which may be included as adjunctive products in systems. These products include but are not limited to other manufacturers' radio controls and joysticks. Where these products carry original manufacturers' warranties, the warranty passes through Axiomatic to the original user as provided within the original manufacturer's warranty. Consult factory.

To be eligible for warranty consideration, all product items must be covered by acceptable documentation and received at the Axiomatic Technologies Corporation factory within 3 months of the date of the claim according to the requirements of the Axiomatic Returned Materials Policy, which is considered to be part of this warranty.

This warranty shall not apply to products which, in the sole judgement of Axiomatic Technologies Corporation have been inadequately maintained or shelf-preserved, subjected to contamination, negligent handling, improper installation, tampering or unauthorized dis-assembly. This warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for any particular purpose and of any other obligations or liability on the part of Axiomatic Technologies Corporation. The purchaser is solely responsible for determining suitability for use. Axiomatic Technologies Corporation neither assumes nor authorizes any other person to assume for it any liability in connection with a new product. Axiomatic Technologies Corporation shall not be liable, under any circumstances, for any loss of profits or any other contingent, consequential, or special damages. Specifically, Axiomatic Technologies Corporation shall not be responsible for the cost of removal of the product damages due to removal, or any other costs incurred in shipping the product to and from the plant of manufacture or incurred in the installation or the repaired or replaced product.

Liability under this warranty is limited to the repair or replacement, at Axiomatic Technologies Corporation option, of the products determined to be defective upon examination and to be within the warranty period. *For items under warranty that are not repairable, Axiomatic provides a replacement unit or a credit for the value of the unit against future orders.* Repaired or replacement product items shall be covered by the terms of this warranty. *We do not accept charge backs for other costs.* Freight, customs clearance and duties costs are the responsibility of our customer for products returned to Axiomatic for warranty evaluation. For repaired/replacement products shipped from Axiomatic back to the customer, the INCO Terms 2020 are EXW origin or the INCO terms stated in your original purchase agreement.

*We do not accept used parts back for return to stock.* This warranty policy does not provide for a refund or credit for defective material. A service fee shall be charged for evaluation of non-warranty products where the warranty has expired or has been voided by customer misuse.

## RETURN MATERIALS POLICY

All products to be returned to Axiomatic require a Return Materials Authorization Number (RMA#). Contact your salesperson or support at Axiomatic Technologies Corporation, (1) 905-602-9270 x225 to obtain the Return Materials Authorization Number prior to shipment to our service department. Please provide a part number and serial number at that time. Goods should be returned in their original anti-static packaging with all associated cables.

When preparing the return shipping paperwork, please note the following. The commercial invoice for customs (and packing slip) should state the harmonized international HS (tariff code), valuation and return goods terminology, as shown in italics below. The value of the units on the commercial invoice should be identical to their purchase price.

***Goods Made in Canada, Returned Goods for Warranty Evaluation, HS: 9813.00.00.XX (See Note below.)  
Valuation Identical Goods, Axiomatic RMA#***

NOTE: XX should be completed as follows. Use the Section noted in the HTS code used in the shipment to you.  
90 Section XVIII Return Code – 9813.00.00.90

HTS codes are found on the [axiomatic.com](http://axiomatic.com) website under the log-in section. Contact [sales@axiomatic.com](mailto:sales@axiomatic.com) for the password.

Please also provide documentation with the returning product or via email to indicate:

- Serial number, part number
- Axiomatic invoice number and date
- Hours of operation, description of problem
- Wiring set up diagram, application
- Other comments as needed

Once you have the RMA #, please ship products to the following address.

**Axiomatic Technologies Corporation**  
**5915 Wallace Street, Mississauga, Ontario CANADA L4Z 1Z8**  
**Attn: RMA Dep't.**  
TEL: +1 (905) 602-9270 x225 FAX: +1 (905) 602-9279 E-mail: [support@axiomatic.com](mailto:support@axiomatic.com)