

Warranty Policy for meters manufactured by XINGHANG

1. Warranty Terms

- 1.1. XINGHANG provides quality assurance for purchased meters according to the terms of the contract warranty 6 years for entire meter. The warranty is limited to the warranty period established for the meters due to the manufacturer's fault or defects.
- 1.2. Exceptions and cases not covered by warranty:
 - Meters or their parts (thermometers, wires, etc.) are mechanically damaged and/or the meter was opened.
 - Improper installation, maintenance or operation not in accordance with conditions specified in the technical manual.
 - Humidity inside the meter (the non-IP68 class meter was flooded).
 - Warranty seals of the meter damaged.
 - Rubber sealing damaged.
 - Meters were remodeled, changed, or repaired by people not authorized by XINGHANG.
 - Depleted battery before determined time, that was caused by client modifications to the meter.
 - Product failure is caused by circumstances that are beyond the control of XINGHANG (e.g. improper data network operation, the configuration of data network, voltage surges, unexpected weather conditions, etc.)

2. Procedure of warranty repairs, replacement

- 2.1. Upon receipt, meters will be checked by technical personnel to confirm the fault described by the Customer and determine whether meters comply with warranty conditions.
- 2.2. After the warranty has been confirmed, meters or their parts shall be repaired within 15 working days (3 weeks). The maintenance is provided without charging any cost.
- 2.3. XINGHANG expects fast response from the Customer for all the additional information or specifications needed to avoid delay in any step of the warranty process (analysis, repairing, replacement).
- 2.4. Meters are being repaired or replaced according to failure type. Replacement is only carried out in full compliance with warranty terms and conditions that are confirmed by Technical Support Department.
- 2.5. If the meter was replaced with the new one, this meter will be granted with the warranty term which is equal to the remaining warranty term of the respective defective meter.