

TESS USA

PRODUCT WARRANTY

TESS USA Inc. products are of the highest quality craftsmanship and are guaranteed to be free of defects in workmanship and materials when shipped.

TESS Standard art panels are warranted for 12 years under website specified lighting usage (8-10 hours a day, 6 days a week). The TESS MRI LED, Non MRI LED boxes and the TESS Fluorescent Wall and Ceiling units carry a (1) one year manufacturer's warranty under website specified usage.

TESS is not responsible for broken, misplaced, damaged pieces or replacement of products if the facility, GC, electrical subcontractor or installer has not examined the products within 3 days of receivership to determine they are intact. Should the outer box shipping container show wear or damage the day received, TESS requires the product be examined immediately and that the facility report any damage to the carrier and TESS. Customer must follow supplied wiring diagrams and electrical connections and supplemental instructions from an authorized TESS representative. Under no circumstances is TESS liable for damages due to incorrect polarity, incorrect voltage or the use of AC instead of DC voltage in MRI room installations.

Due to power surges, brownouts and other electrical disturbances experienced within many facilities, it is suggested that these power supply units be tied into a brand-name surge protector. Should electrical spiking in the hospital cause the power supply to blow out and there is damage to the electronics components of the TESS MRI-LED, TESS is NOT responsible for the cost of repair or replacement in the MRI-LED system. .

Warranty will be void in the event of any non-TESS USA Inc. service personnel performing any service or maintenance procedure on TESS products without discussing and qualifying such procedures with TESS first. Under no circumstance will TESS USA Inc. be liable for direct, indirect, special incidental or consequential damages to the hardware during the installation process. TESS assumes no responsibility for labor or freight costs incurred in connection with the installation, removal, or replacement of products determined to be defective or any other consequential or incidental damages arising from the use of the products. TESS's entire liability on any claim of loss or damage resulting from a defective product is limited to the replacement price of the product. The foregoing warranty is exclusive of all other warranties and no other warranties of any kind are expressed or implied. The purchaser(s) assume(s) all risks regarding the performance of such once product is received and throughout the installation process.