

VERSION 3
Warranty Notification

Ergo Motion



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Warranty Notification

TiMOTION guarantees that all newly manufactured products within the **Ergo Motion** Line will be free from defects in materials and workmanship for the duration of the applicable warranty periods as specified below.

Warranty Periods

TiMOTION offers the following warranty coverage based on product categories and applications:

1. Ten-year Warranty – Effective July 1, 2025

A ten-year limited warranty applies exclusively to **electro-mechanical products** under TiMOTION's **Ergo Motion** Line that are used for **ergonomic applications**, including the following categories:

- ◆ Actuators: TA Series
- ◆ Columns: TL, TEL, TFL, TPL, TVL Series
- ◆ Gear motors: TGM Series
- ◆ Control boxes: TC Series
- ◆ Power supplies: TP Series
- ◆ Controls: TCH, TH, TDH, TFH Series
- ◆ ERGO Kits - TEK Series
- ◆ Accessories

2. One-year Warranty

A one-year limited warranty applies to **battery products** in TiMOTION's **Ergo Motion** Line, including:

- ◆ Backup Batteries: TBB Series

The warranty period begins on the date of manufacture, as indicated by the serial number printed on the label of each TiMOTION product. This warranty is valid only for defects identified within the applicable warranty period and applies solely to the original purchaser of the product. Any parts repaired or replaced under this warranty shall be covered only for the remainder of the original warranty period.

Warranty Conditions and Exclusions

This warranty is valid only if the product has been properly used and maintained, has not been tampered with, and has not been subjected to misuse or abuse. The product must not be exposed to violent treatment, and any repairs must be performed exclusively by a TiMOTION authorized service provider or repair center.

TiMOTION shall not be held liable for any warranty claims resulting from, or related to, the following circumstances:

- ♦ Defects are not present at the time of delivery, including but not limited to those caused by third-party hardware, software, or system integration.
- ♦ Any product alteration or modification not performed by TiMOTION or not expressly approved in writing by TiMOTION.
- ♦ Damage incurred during shipment caused by the carrier(s).
- ♦ Abuse, unreasonable use, mistreatment, or negligence, including usage that exceeds product specifications or contrary to TiMOTION's written instructions.
- ♦ Improper testing, installation, storage, cleaning, or handling, including exposure to moisture, liquid ingress, high humidity or temperature, or other extreme environmental conditions.
- ♦ Normal wear and tear.
- ♦ Excessive physical or electrical stress or operation under abnormal environmental conditions, such as an unstable power supply.
- ♦ Damage caused by the equipment or system in which the product is installed or used.
- ♦ Surface damage, marks, or scratches caused by foreign or sharp objects, collisions, disassembly, unauthorized modifications, or improper handling.
- ♦ Damage resulting from force majeure events, such as natural disasters or other unforeseen accidents.

Warranty Claims

If you believe your TiMOTION product is experiencing a defect covered under the terms of this warranty, please follow the steps outlined below to initiate a claim. This process ensures that your request is handled efficiently and in accordance with TiMOTION's warranty policies.

1. Notification of Defect

If a covered defect is discovered during the warranty period, you must notify TiMOTION in writing with a detailed description of the issue. This notification must occur within the warranty period.

2. Issue Verification

After receiving your customer complaint, TiMOTION may request you to perform initial troubleshooting steps to verify the reported issue.

3. Product Return and Shipping Responsibility

If TiMOTION requests the product to be returned, it must then be shipped to TiMOTION or another address designated by TiMOTION, with all freight and insurance costs prepaid by the sender.

4. Evaluation and Resolution

Once your claim is received, and TiMOTION confirms that the issue qualifies as a warranty-covered defect (see "Warranty Conditions and Exclusions"), TiMOTION will, at its sole discretion, proceed with one of the following actions:

- ♦ Replace the defective product free of charge;
- ♦ Repair the defective product free of charge; or
- ♦ Provide a credit note equivalent to the value of the defective product.

If the product is replaced or repaired under warranty, TiMOTION will cover the cost of shipping the new or repaired product back to you.

TiMOTION will only reimburse return shipping costs if the return is pre-authorized in writing and the shipment was arranged in accordance with TiMOTION's shipping instructions, including carrier, method, and cost. Reimbursement is subject to prior approval and may be capped at a maximum value specified by TiMOTION.

5. If the Product Is Not Covered Under Warranty

If TiMOTION's failure analysis determines that the product is not defective under the warranty:

- ♦ TiMOTION may offer to repair the product upon your request. Labor, material, and shipping costs will be quoted based on the evaluation, and your approval will be required prior to service. Repairs must be performed exclusively by a TiMOTION authorized service or repair center.
- ♦ Alternatively, the product may be returned to you at your own cost and risk. TiMOTION also reserves the right to charge a fee for the time and materials used in analyzing the returned product.

Disclaimer and Release

The warranties provided in this document are the sole and exclusive warranties offered by TiMOTION. They supersede and replace any and all prior, conflicting, or additional representations or warranties, whether oral or written. TiMOTION reserves the right to the final interpretation of these warranty terms.

All other express or implied warranties, including but not limited to warranties of merchantability, fitness for a particular purpose, are hereby expressly disclaimed and excluded. Some jurisdictions may not allow the exclusion of implied warranties. In such cases, any implied warranties shall be limited in duration to the express warranty period set forth herein.

TiMOTION disclaims any other obligations or liabilities, whether statutory, contractual, or otherwise related to any nonconformance or product defect, including but not limited to:

- ♦ Any obligation, liability, right, claim, or remedy in tort, including those resulting from the negligence (active, passive, or imputed) of TiMOTION or its suppliers; and
- ♦ Any obligation, liability, right, claim, or remedy for loss of or damage to any product.

TiMOTION's total liability under this warranty shall not exceed the original purchase price of the product.

This disclaimer applies even if the express warranty outlined here fails to fulfill its essential purpose.

If you have any questions or require further assistance, please feel free to contact the TiMOTION team. We remain committed to supporting you.