

Limited Warranty

Kinematics warrants each new product manufactured by Kinematics for a period of one year from date of shipment, unless otherwise defined in the applicable product data sheet or Pro Forma Invoice. Defects in material or workmanship found within that period will be replaced or repaired (at our option) without charge for materials or labor. If Kinematics authorizes the return of a product, it will pay the round trip freight charges to the factory for repair under warranty. If subsequent evaluation at Kinematics establishes that the damages to be repaired are due to misuse, then the customer must assume all charges.

Insurance for all shipments, either first sale or repair, are the responsibility of the customer. Kinematics can arrange to have a policy purchased on behalf of the customer for the first sale; however, it is the responsibility of the customer to notify the carrier immediately of any freight or handling damage. Kinematics will make every effort to assist the customer in filing a claim with the carrier or insurance company.

If on-site warranty repair or replacement is agreed upon, the customer will be charged the then-current field service rate for portal-to-portal travel time plus actual portal-to-portal travel charges. There is no charge for on-site warranty repair labor.

Items not manufactured by Kinematics (e.g. computers, printers, networking equipment) may be warranted by the original equipment manufacturer. Kinematics will do everything possible to expedite and coordinate any warranty service from the original manufacturer.

Software not produced by Kinematics may carry its own warranty and the customer should sign any appropriate license agreement(s) and return to software manufacturer. Kinematics assumes no responsibility for such third-party software.

Except for warranties specifically set forth herein, there shall be no other warranties, whether expressed, implied, or statutory, including implied warranties of merchantability or fitness. In addition, it is expressly agreed by the customer, in purchasing the goods, that the liability of Kinematics, Inc., if any, shall be limited solely to the replacement and repair of the goods in accordance with the warranties specifically and expressly set forth herein, and Kinematics, Inc. shall not be liable for loss of use of the equipment or for other incidental or consequential costs, expenses, or damages incurred by the customer.

Please see backside for more information

Services available from Kinometrics

Installation

Field support for on-site installation, supervision and check-out of Kinometrics products is available from Kinometrics. Training for the customer's staff is also available, either at Kinometrics' facilities in Pasadena, or at the customer's premises. We recommend contracting for installation services along with instrument procurement.

Maintenance

Periodic field maintenance programs are offered for our products. Current programs include annual contracts to service accelerographs in high-rise buildings, free-field accelerographs, offshore platform monitoring systems, maintenance at nuclear power plants and seismic network maintenance.

Recalibration and Repair

Kinometrics will repair and/or modify many types of electromechanical instruments and systems. All repair and calibrations after the warranty period are warranted for a period of 90 days for workmanship.

For Faster Service

When returning any product to Kinometrics, please request an RMA number and make reference to this number in any subsequent correspondence.

We Like to Hear From You and You Certainly Like to Hear From Us

- To help you, Kinometrics has created an opt-in **Rock User's Group** e-mail list. By subscribing, you will get periodic notifications of technical issues for Rock-related products including software releases, utility software updates, and revisions to manuals and other documentation. This is an easy way to "stay in the know". Sign up using the link provided on the main page of wiki.kmi.com.
- For the same reasons we created an opt-in **Quanterra User's Group** e-mail list. To sign up use the link provided in the left panel of www.q330.com. Contact support@kmi.com in order to get the username and password for accessing the link.
- For complimentary technical support, please email our support team at support@kmi.com, with a guaranteed answer within 3 business days.
- Finally, we are proud to be the world leader in seismic applications and instrumentation. If you are considering our services and products, or just want more information, we are happy to answer all your questions. Simply fill out the contact form on our web-site: <https://kinometrics.com/contact/>