

Socorex Isba SA, Ecublens, Switzerland ("Socorex") warrants for its products ("Products") to its customers a coverage period against any defects in materials and workmanship, as listed in the below table, starting from the date of purchase.

Products / warranty cover	3 months	1 year	2 years	3 years
Acura® <i>electro</i> battery pack	X			
Acura® <i>manual</i> (all models)				X
Acura® <i>capillary</i>				X
Acura® <i>electro</i>			X	
Stepper™ repeater			X	
Acurex™ <i>compact</i>			X	
Calibrex™ 520 / 525 / 530			X	
Dosys™ syringe *		X		
Veterinary syringe *		X		
Profiller™ <i>electro and manual</i>		X		
Service – components only		X		

This Warranty is not transferable. Claim notice of defective Product must be sent to Socorex prior to the expiration of the Warranty Period. During the Warranty Period, Socorex will, at its sole discretion, repair or replace a defective Product, free of charge for labor and parts, provided that the Product is handled for repair to Socorex or one of its official Service distributors, along with the customer claim form (available on Socorex website). Customers are required to ship the unit, at Customer's expense, to Socorex or a Socorex approved distributor Service Center.

**Are excluded from this Warranty:**

- 1) Improper, misuse, or mishandling outside the intended use suggested within the Product Operating Instruction Manual
- 2) Damages caused during shipment/transport of the Product following its initial receipt by the Customer
- 3) Replacement of any parts done by the customer (such as seals, O-rings, broken pistons, broken nose cones, etc)
- 4) Any damage caused by nonstandard environmental conditions

Socorex's sole liability, for failure to repair or replace the Product after a reasonable number of attempts is limited to the replacement of the Product.

The above constitutes the Customer's exclusive remedies for breach of Warranty, unless otherwise provided by law. Under no circumstances shall Socorex be liable for any **(a)** special, incidental or consequential damages or similar claims whether based upon breach of contract, breach of warranty, negligence, absolute or strict liability, or any other similar theories, **(b)** claims for injury to persons or property, including negligence and strict liability, **(c)** loss of profit, loss of revenue, loss of use of the hardware system, loss of use of related equipment, loss of reagents, loss of sample, cost of substitute or replacement equipment, "downtime", Purchaser's time or injury to property, or **(d)** any claims of third parties.

SOCOREX SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OR MERCHANTABILITY FOR A PARTICULAR PURPOSE. THIS WARRANTY IS THE EXCLUSIVE WARRANTY. ANY IMPLIED WARRANTY THAT MAY BE IMPOSED BY APPLICABLE LAW IS LIMITED IN ALL RESPECTS TO THE DURATION OF THIS WARRANTY. THIS WARRANTY MAY NOT BE ALTERED BY ANY VERBAL ADVICE OR REPRESENTATION MADE BY OR ON BEHALF OF SOCOREX OR BY ANY WRITING MADE BY OR ON BEHALF OF SOCOREX UNLESS SUCH WRITING IS SPECIFICALLY LABELED OR TERMED: "MODIFICATION TO WARRANTY" AND IS SIGNED BY A DULY AUTHORIZED SIGNATORY OF SOCOREX. CUSTOMER AGREES THAT REPAIR, REPLACEMENT OR REFUND, UNDER THIS WARRANTY DESCRIBED HEREIN ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES WITH RESPECT TO ANY BREACH OF WARRANTY.

Some countries, regions or states do not allow limitations on how long an implied warranty will last, in which case the above limitation may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which may vary depending on location.

To report a problem with your Socorex product under this Warranty, please follow this procedure:

- Contact Socorex service by email in Switzerland at [service@socorex.com](mailto:service@socorex.com) to report your problem or to the Socorex distributor the Product was purchased.
- Have your product model and serial number for the Product available when contacting Socorex. Please include the invoice number information in your email.
- Should services be required, an official proof of purchase may be required to verify initial date of the Warranty period.
- Socorex Service Center will provide you with all information required to rectify your problem

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