



Warranty Terms

When you purchase from HOPE Technik, the product comes with comprehensive warranty coverage to give you peace of mind. Register your product today for better warranty coverage and services.

What is covered in your warranty?

Temperature Assessment System (TAS2000)

Warranty Period

1 year

Scope of Warranty

Labour, parts & transport¹

Warranty Policy

Limited Local Warranty

Nothing in this warranty purports to limit, modify, take away from, disclaim, exclude or suspend any mandatory warranty requirements provided or non-excludable statutory rights you may have under the law. This warranty gives you additional protection for your HOPE Technik product, as delivered new in the original packaging to the original end-user purchaser ("Product"), subject to the exclusions, terms and conditions herein.

This Product is warranted for the specified Warranty Period from the date of original retail delivery against defects in quality and materials under normal, non-commercial use.

Unless otherwise specified, this warranty only covers the defects due to manufacturing, designed functions and workmanship of the hardware components of the Product as originally supplied. The warranty does not cover any software, consumable items, or accessories even if packaged or sold together with the Product.

This limited warranty is only valid to the country of the purchasing customer. The Product is not eligible for any international warranty service. Warranty service may only be performed by a HOPE Technik authorised service centre.

The product will not be warranted against the system designed performance if calibration is not done. For TAS2000 System, calibration has to be carried out twice a year or every 6 months interval and sent back to HOPE Technik at Customer's cost. The calibration effort during warranty is waived for Customer who fulfilled the Warranty Policy.

¹ For overseas shipment back to HOPE, User will cover return costs to HOPE Technik, while HOPE Technik will cover for return costs of TAS back to the User.



In all information exchanges with HOPE Technik for Warranty purposes, the Product Serial Number of the unit that is to be claimed must be clearly mentioned.

This warranty only applies to Products manufactured by or for HOPE Technik that can be identified by the original "HOPE Technik" trademark, trade name or logo affixed to them, and purchased from HOPE Technik Pte Ltd or HOPE Technik Pte Ltd authorised dealers, distributors or resellers.

This warranty is only valid for one (1) year from the delivery of the Product.

This warranty is not transferable.

HOPE Technik does not warrant uninterrupted or error-free operation of the Product. Product performance is affected by system configuration, software, applications, and your data and operator control of the system, among other factors.

For the avoidance of doubt, minor imperfections within design specifications and that do not materially alter functionality of the Product are not considered a defect under this warranty.

If any section, provision, clause, sentence or part thereof of this warranty is held to be void, invalid or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid and enforceable, and the remainder shall not in any way be affected or impaired thereby.

Waiver by HOPE Technik of any breach of the warranty terms and conditions shall not be deemed as a continuing waiver of such default or a waiver of any other default.

Except where otherwise expressly provided, the terms and conditions of this warranty are contained exclusively herein, and no other agreement, provision or statement, regardless of the origin of the same, shall be accepted as extending, adding to, subtracting from or otherwise altering the terms of this warranty. No warranty or guarantee given by any other person, firm or corporation with respect to the Product shall be binding on HOPE Technik.

Limitations and Exclusions

Notwithstanding that the Product is within the Warranty Period, this warranty shall be invalidated and rendered void upon the following:

The Product serial number, or warranty seal has been removed, erased, defaced, altered, tampered or is illegible; or

The Product shows evidence of commercial use; impact, shock; accident; fire, flood, earthquake, lightning or other acts of nature; sand, liquid or food damage; exposure to extreme thermal or environmental conditions beyond product specifications or a rapid change in such conditions; electrostatic discharge; battery or chemical corrosion; abuse, mishandling, improper installation, operation or maintenance, use of wrong electrical supply or voltage; damage during shipment to / from



HOPE Technik authorised service centre; damage caused by installation of any software, programs or applications, or use of any accessories, consumable items or peripheral equipment not provided or approved by HOPE Technik for use with the Product; improper alteration, modification, adjustment, tampering; replacement of parts with parts not provided or approved by HOPE Technik; or dismantling, opening, service or repair performed other than by HOPE Technik authorised service centre; or any other use contrary to the product manual.

This warranty does not cover:

Missing accessories or external parts of the Product, unless such claim is made within 3 days from the date of original purchase or delivery order;

Cosmetic damage to outer surface/finishing and external parts of the Product, including without limitation cracks, dents or scratches on the exterior casing, screen, buttons and other attachments;
Deterioration of the Product due to normal wear and tear, including without limitation rust or stains;
General maintenance, password reset assistance, routine servicing and cleaning, updating/upgrading of software, installation of software or applications, product demonstration, or any other service other than repair;

Any other circumstance such that repair would be contradictory or not in compliance with good business practice.

To the fullest extent permitted by law, the warranty expressly provided herein is the sole and exclusive warranty provided in connection with the Product and no other warranties, representations, endorsements or conditions of any kind, whether oral, written, express, implied or statutory, including without limitation any implied warranties of quality, merchantability or fitness for a particular purpose, and warranties against hidden or latent defects, are provided. In so far as any warranties cannot be excluded, such warranties shall be limited to the terms of this warranty and for the Warranty Period expressed herein.

To the fullest extent permitted by law, HOPE Technik shall not be in any way liable for any consequential, incidental, indirect, special or similar damages whatsoever arising from or in connection with the use, inability to use or performance of the Product, including without limitation loss of revenue, loss of profits, loss of opportunity, loss of business, loss of goodwill, loss of reputation, failure to realise savings or other benefits, loss of use of the Product or any associated equipment, loss of or damage to other property due to the malfunction of the Product, costs of substitute equipment, loss due to downtime cost, costs of recovering, reprogramming or reproducing any program or data stored in or used with a system containing the Product, or loss, damage, corruption or compromise of data, whether due to breach of warranty, strict liability, product liability, the negligence of HOPE Technik, or otherwise, even if HOPE Technik is aware of the possibility of such damages. HOPE Technik does not exclude or limit liability for personal injury or death resulting from HOPE Technik's negligence.

In no event shall any recovery against HOPE Technik exceed the actual price paid for the purchase of the Product.



Without limiting the generality of the foregoing, you assume all risk and liability for loss, damage or injury to you and your property and to any third parties and their property arising out of the use, misuse or inability to use the Product not caused directly by the negligence of HOPE Technik.

You agree and acknowledge that HOPE Technik's exclusions and limitations of liability are reasonable in the circumstances.

Obtaining Warranty Service

Prior to making a claim under this warranty, please follow the procedures outlined in the product manual for problem determination and simple troubleshooting.

By making a claim under this warranty, you agree to waive any claim(s) for compensation, monetary or otherwise, which you may be entitled to in respect of the Product other than that provided under this warranty, if any.

If you consider that the Product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with any warranties or legal rights given to you under the law, you must give notice to HOPE Technik of the alleged defects promptly upon discovery.

If a valid claim is made on a valid warranty during the Warranty Period, HOPE Technik will, upon sight of valid supporting documents (i.e. dated proof of purchase and/ or Delivery Order), repair, or for user-installable parts require you to repair the Product. For defects that cannot be repaired within a reasonable time or without significant inconvenience, HOPE Technik will either: (a) replace the Product, or (b) refund the amount paid by you for the Product or part thereof.

HOPE Technik may conduct diagnostic tests on the Product to determine the cause of failure / defect. HOPE Technik's decision on all claims, including without limitation whether there is a defect in the Product, the cause of failure / defect, validity of the warranty, and what remedy is to be provided, shall be conclusive and you agree to abide by such decision. Products with valid warranty subsisting will upon repair or replacement continue to be warranted for the remaining of its warranty period, or for a period of thirty (30) days from the date of completion of repair or replacement, whichever is longer.

For the avoidance of doubt, HOPE Technik shall not in any way be liable under this warranty to repair, replace or refund any Product which HOPE Technik may, at its sole discretion, decide as being "Out of Warranty" due to breach of the warranty terms, invalidation of the warranty, expiry of the Warranty Period, or other reasons. Notwithstanding the foregoing, HOPE Technik may at its sole discretion agree to repair an Out of Warranty Product, on the condition that you pay an appropriate service fee for the repair. Repairs on Out of Warranty products carry a one (1) month warranty from the date of completion of service for the: (a) parts repaired / replaced, and (b) same fault for which the repair was conducted. Repair or replacement may involve the use of functionally equivalent refurbished or reconditioned products or parts.

Any replaced product or part, or fully refunded product, shall become the absolute property of HOPE Technik and must be returned to HOPE Technik.