

Product Warranty Extension

All products sold by Alfano S.A. starting the 01/01/2020 are concerned by an additional extension of the 2 years warranty foreseen by the law. The said device benefits from a warranty extended to 5 years in relation to the conditions (non-exhaustive) enunciated in this document.

This extension of product warranty is provided by :

ALFANO S.A.
3B Rue de l'industrie
1400 Nivelles
Belgium

This warranty extension has to be understood as a manufacturer warranty. Therein, it does not engage the retail network of Alfano S.A. beyond existing predispositions agreed between Alfano S.A. and the said retailer.

Withhal, this warranty does not constitute a disclaimer for the retailer that shall fulfill all contractual and legal obligations applicable in his sector of activities, geographic localisation or other existing legal dispositions.

1) Device Reference

a) Definitions :

i) Device

Alfano S.A. defines as a device any product capable to be used on it's own. It's therefore clear that products using the term "device" in this document are not including accessories.

These products are enunciated, non-exhaustively, in the following list:

- Alfano 6 (A1060, A1055)
- Tyrecontrol 2 (A1900 and A1910)
- Tyrecontrol Air (A1950)
- Kronos (A192V, A192B, A192R, A192BL)
- ADS (A1001, A1005)

This list could be extended to new products sold by Alfano S.A. or a new edition of products no longer covered by this warranty extension. Alfano S.A. reserves the right to define the scope of application of this document.



ii) Accessories

Alfano S.A. defines as an accessory all products used in support of a device.

These products are enunciated, non-exhaustively, in the following list:

- Sensors
- Battery holder
- Supports
- Cables
- Packaging and protective equipment

This list could be extended to new products sold by Alfano S.A. or a new edition of products no longer covered by this warranty extension. Alfano S.A. reserves the right to define the scope of application of this document.

iii) Claimant

Will be identified as “claimant” any customer in possession of a defective device requiring the application of this warranty.

iv) Importer

Will be identified as “importer” any distributor serving a retail network within a limited geographic area.

v) Retailer

Will be identified as a “retailer” all dealer, served by the importer, to satisfy demand on a smaller area within the zone under the responsibility of an importer.

vi) Normal Usage

Will be identified as “normal usage” all uses of devices and accessories in respect of the conditions for those it was designed for, recommendations communicated by Alfano S.A., in respect of security norms, or laws in application in the area.

It is also included in the definition of normal usage, utilization in accordance with all sports or legal regulations applicable to the usage of our products.

b) Are concerned by this warranty extension :

All devices sold by Alfano S.A starting from 01/01/2020 are concerned by this warranty extension beyond the 2 years foreseen by the law. The said device benefits from a warranty extended to 5 years in respect of the conditions (non-exhaustive) enunciated in this document.

All products prior to his date stay covered by the warranty of 2 years foreseen by the law.



c) Are concerned by specific conditions :

All accessories, as enunciated in the “definitions” section, that retain the two year warranty foreseen by the law. However, all warranty conditions exposed in this convention remain applicable.

Batteries are also concerned by specific conditions and will not be covered over the two years foreseen by the law.

2) Retailer responsibility

This extension is applicable to all ALFANO branded products. Provided directly by the manufacturer or sold through a third party.

In presence of a national importer, this one is responsible for the management and execution of this warranty policy in his territory and in collaboration with Alfano S.A.. Therefore, all third party retailers shall reach an agreement with the importer of their area regarding warranty modality or contact directly Alfano S.A.

In the case where the concerned area benefits from the presence of an importer, this one shall be informed of the procedure and assume all responsibilities inherent to his status. This also includes the modalities of return with, but not limited to, the management of the return of the product to the claimer.

In the specific case where the third party retailer is no longer in activity (bankruptcy, definitive closure, breach of distribution contract etc.) the claimer should contact the next level in the chain of distribution or Alfano S.A.

3) Responsibility of the Claimer

a) Actions of the Claimer

Alfano S.A. denies all responsibilities in the case of damages during delivery. However, Alfano S.A. will provide assistance between the claimer and the shipping company for all products damaged during delivery.

Therefore, it is the responsibility of the claimer to review the product at the reception. All late mention of damage during delivery could result in an alteration of the conditions of warranty.

The customer of a product eligible for a warranty or repair also commits to follow the manufacturer's recommendations. All failures to follow these recommendations could alter the conditions of warranty enunciated in this document and the respect of normal usage conditions.

If the fault appears after the delivery, the claimer commits to report it in reasonable times to engage in warranty procedure. All delay for this reporting could result in complications, reduction of warranty conditions etc.



b) Claimer profile

This warranty apply to all final customers of Alfano S.A. and therefore, include private individuals, professionals (registered ad a company), sports people and associative customers. Au travers de ce document, Alfano S.A. se détache donc de toutes limitations invoquées par son réseau de revendeur.

This warranty also shall be understood without geographic limitations or other discriminative factors. Only conditions enunciated in this document establish legitimates modality to reduce the warranty proposal.

Conditions of warranty

1) Type of product

This warranty policy covers the entire range of products but differentiates two types of products : device and accessories.

The definition of those terms is explained in the definition part of this document.

2) Conditions of warranty

a) Normal usage

This warranty policy applies accordingly to a normal use of the guaranteed product.

Alfano S.A. defines as a normal usage as an usage of the said product in the condition for which it was designed and in accordance with the predisposition communicated by Alfano S.A. or the manufacturer of any related products.

It's also included in the definition of normal usage, usage in accordance to all sports or legal reglementations within the context of utilization of our products.

All impediment to the normal use shall induce a repeal of the warranty in accordance with this warranty policy.

b) Factory Analysis

All requests for this warranty shall be done in respect of the acceptance process by Alfano S.A.

This process includes a return of the defective product to the factory to be analyzed by our specialist.



Alfano S.A., represented by this specialiste, reserves the exclusive right to evaluate the eligibility to the warranty.

c) Specific Cases

Alfano S.A. reserves the right to exceptionally grant warranty services for a product that does not match the requirement of this convention.

Alfano S.A. also reserves the right to withdraw it's warranty for a product sourced in the second hand market or for which no proof of purchase can be produced.

d) Warranty retention during repairs

Alfano S.A. will ensure the continuity of the warranty of the product concerned by this document even if the said product is subject to repairs.

However, the said product can be excluded from the warranty if it was manipulated, repaired or modified above and beyond manufacturer's recommendations. In this case, the defective product will not match origin standards and will automatically be deprived of all warranty.

e) Replacement

Alfano S.A. will replace any defective product if it can not be repaired or has too much damage to justify a repair.

However, only a defective product could be subject to a replacement and Alfano S.A. will not provide any device to the claimer during the warranty process.

f) Refund

Alfano S.A. will not proceed to any refund on the basis of a defective product. Only replacement and repairs are included in this warranty.

3) Warranty exclusion

By this clause, Alfano S.A. deny all responsibilities in the followings cases :

- Improper instal
- Misuse :
 - Misuse resulting in an voluntary alteration of the defective product.
- Wrong setup resulting in an incorrect operation of our products.
- Non-compatibility of the equipment with the device or the accessory.

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- Damages as the result of an accident
- Disrespect of manufacturer's recommendations :
 - Disrespect of recommendations regarding batteries (battery leakage, alteration of batteries)
 - Improper Storage

Alfano S.A., throughout its analysis process, reserves the right to include in this non exhaustive list all other potential damages that could result in a warranty exclusion.

This warranty also implies for the claimer and Alfano S.A., to take into consideration normal wear of all parts submitted to this document. Hence, sensors that are subject to intense vibrations (exemple : exhaust gas temperature sensors) will be subject to higher wear and could not be submitted to the same conditions of warranty.

4) Warranty process

In agreement with this document, the warranty process will respect the commercial hierarchy in place.

Therefore, the claimer shall contact its retailer to seek its advice. If the retailer is not competent to reply to the claimer demand, the claimer shall contact the national importer or, by default of a national importer, Alfano S.A.

Following this, and in accordance with the competent staff, the claimer shall proceed to the return of the defective product to the factory located 3b Rue de l'industrie, 1400 Nivelles, Belgium. This return to the factory could be done directly or through the services proposed by the retailer or the national importer of the claimer.

The package shipped shall contain information (name, address, recapitulation of prior communications with our specialists etc.) of the claimer to ensure an optimal follow up for the demand.

Once the defective product receives, the specialist of Alfano S.A. commit to ascertain an analysis in reasonable delay. This analysis decides the eligibility or not for this warranty, type of reparation and, if needed, the financial amount required to proceed to the replacement or repair of the product or defective components.

In the case of a repair entirely covered by the warranty, Alfano S.A. reserves the right to proceed to the replacement or repair of the defective product without requiring the claimer permission.

In the case of an intervention not covered by this warranty, Alfano S.A. leaves it to the claimer the decisional responsibility regarding the implementation of replacement or repairs of the defective products or components.



In both cases, the product will only be restituted to the claimer after settlement of the amounts due and in respect of the commercial hierarchy previously enunciated.

However, in specific cases, Alfano S.A. reserves the right to redirect the claimer to importers, retailers or specialists trusted with the level of competence required to accomplish the tasks needed in accordance with the level of requirements of Alfano S.A.

IMPORTANT : In presence of a national importer, all Customer Service demand shall go through him.

5) Previous product warranty

a) Previous devices

Devices corresponding to an older product and/or no longer under legal warranty are not covered by the warranty. However, Alfano S.A. will continue to propose free analysis and assistance that could end in repairs subjected to billing.

This analysis will be done in relation with the dedicated engineering department and could required shipping of the device to the factory located at 3B Rue de l'industrie, 1400 Nivelles, Belgium

Following this analysis, Alfano S.A. could propose a quotation for a repair or replacement of the defective parts.

b) Previous accessories

Accessories corresponding to an older product and/or no longer under legal warranty are not covered by the warranty. However, Alfano S.A. will continue to propose free analysis and assistance that could end in repairs subjected to billing.

This analysis will be done in relation with the dedicated engineering department and could required shipping of the device to the factory located at 3B Rue de l'industrie, 1400 Nivelles, Belgium

Following this analysis, Alfano S.A. could propose a quotation for a repair or replacement of the defective parts.

c) Limitation of services for previous products

Alfano S.A. deny any responsibilities in the case of an impossibility of repairs or replacement for defective parts in relation to stock shortage, unavailability of the equipment requirement to accomplish the task in relation to the service.

If the process concludes that the product can not be repaired or replaced in

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accordance with limitation reasons previously enunciated, Alfano S.A. reserves the right to direct the claimer toward an item of the product range without implying a company discount. This recommendation does not imply any purchasing obligations.

