



Cloud Electronics Limited
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Product Warranty Statement

Please find below Cloud Electronics Limited - Conditional Product Warranty.

This statement confirms that all Cloud Electronics Mains Powered Electronics, Active Remotes, Paging Consoles and Speakers are covered by Clouds Commercial 5year Warranty.

This warranty from Cloud Electronics Ltd does not supersede or replace any previous warranties given or implied. Our conditional warranty is for a period of 5 Years for Parts only against faulty manufacture and original materials failure only, except as expressly excluded or redefined below.

This warranty applies only if the product concerned:

- Has not been damaged by accident, misuse, abuse, improper installation or operation, or Act of God
- Has not been repaired, modified or tampered with
- Has been purchased through an authorised distributor of Cloud Electronics Ltd (as shown on the Cloud Electronics website – www.cloud.co.uk)
- Has been operated strictly in accordance with the instructions supplied and within the specification of the product

This warranty expressly excludes any and all parts, labour, packing, transport and any other costs associated with:

- Damage caused due to operation or installation under incorrect conditions or contrary to the instructions or specifications of the product
- Faults or failures due to adverse environmental or operational conditions. Such conditions include the effects of poor ventilation, water, chlorine, salt, temperature, wind, vibration, perspiration, ingress of dust and other fine particulates and/or other corrosive and abrasive agents
- Accessories from other suppliers or damage caused to or by this item to accessories or other equipment to which it may be connected
- Faults arising from lack of proper routine maintenance as specified in the operation manual and including but not limited to, a failure to ensure that foam air filters, where fitted, are clean and free of dust and other particulates, which would otherwise reduce airflow and compromise product internal temperature regulation.
- Faults arising from outside interference such as radio frequency and electromagnetic interference or other electronic/electrical interference

- The failure of any original software supplied with any product due to the improper use or application of the software either to the device itself or to any other devices or systems or software applications associated with it.
- No warranty is applied to the outcome of the user's application or interpretation of any software
- The use of unauthorised copies of any software in any product voids totally any warranty associated with that product and software.

The 5-year warranty period starts from the date of the invoice to the distributor's customer where a serial number has been recorded and can be verified. In other situations where there is no serial number, the date starts from the Cloud Electronics Ltd invoice to the distributor

Cloud Electronics Ltd will supply a distributor with spare parts for proven warranty claims at zero cost. Freighting of spares or repairable product is a cost worn by the distributor labour costs incurred for warranty, are worn by the distributor.

Cloud Electronics Ltd reserves the right to provide a spare part OR replace the product at its exclusive discretion.

The guarantee does not affect the statutory rights of any customer under any applicable national laws in force or the right of the consumer against the installer, contractor or distributor arising from their sales/purchase contract.

Simon Curtis

Managing Director, Cloud Electronics Ltd