

# LIMITED WARRANTY

Olsen Technologies & Management, LLC

## WARRANTY COVERAGE FOR OLSEN TECH HARDWARE PRODUCTS:

For eighteen (18) months from the date of shipment, Olsen Technologies & Management, LLC ("Olsen Tech") warrants that the Hardware Products ("Products"), such as, but not limited to, Integrated Power Backup (IPB), Over Voltage Protection Device (OVPD) systems and associated Installation Wiring, when delivered, properly installed, and used in accordance with Olsen Tech's instructions and specifications, will substantially conform to Olsen Tech's most current version of the published specifications for the Products in all material respects. As Olsen Tech's sole responsibility and Customer's exclusive remedy in the event of any material nonconformity, Olsen Tech, at its sole discretion, may repair or replace the Products with Renewed Equipment so that it is conforming. "Equipment" shall mean, collectively, the Hardware Products. "Renewed Equipment" may be New or Reconditioned Equipment or Equipment that has been modified or altered. Renewed Equipment shall carry a 90 day limited warranty.

## OLSEN TECH STANDARD SERVICE AND WARRANTY:

In response to a service request, the Olsen Tech Service Engineering Support team will as a first step remotely test/diagnose the Equipment or Installation work through available means such as a communications link, if available, or via telephone. Based on the results of such test/diagnosis, the Olsen Tech Service Engineer or Technician, may, at his/her sole discretion, authorize replacement of the existing Equipment under warranty. Should replacement of the existing Equipment be required, Olsen Tech shall ship Renewed Equipment to Customer at the earliest possible opportunity after authorization of replacement of the existing Equipment. If further on-site diagnostics is required, the Olsen Tech Services policy and rates (below) shall apply. Upon on site Services request, reasonable and customary expenses shall be reimbursed. Please discuss this policy at the time of requested service and be advised rates change from time to time.

## EXPERIMENTAL AIRCRAFT - SERVICES:

As is the nature and responsibilities of Experimental Aircraft construction and maintenance, Olsen Tech from time to time is employed to ASSIST the builder/owner in installations, wiring and troubleshooting on aircraft. Since the overall responsibility of the Aircraft Safety and compliance with FAA regulations is that of the builder/owner, Olsen Tech takes no responsibility beyond Workmanship and Quality, implied or otherwise, for this aspect of the project(s). It is ultimately the responsibility of the builder/owner to inspect, or have inspected, all aspects of the project in order to achieve FAA approvals or ongoing compliance to any applicable regulations. Acceptance of agreed upon work will be accomplished at the end of provided work or at break points as projects can take long periods of time. Notification of an issue after acceptance shall invoke the Warranty Coverage for Services of six (6) months from completion, or eighteen (18) months from start of project Services, whichever is less.

## MODIFICATIONS AND LIMITATIONS:

This warranty shall not cover any defects caused by misuse, static discharge, lightning, fire, water, windstorm, earthquake, or other acts of nature, theft, abuse, neglect, improper handling, others equipment, installation, repair, alteration or accident, or other causes not within the reasonable control of Olsen Tech. Modification, tampering with, improper maintenance, or repair by customer, or at customer's direction, unless specifically authorized by Olsen Tech, shall invalidate this warranty.

EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, OLSEN TECH MAKES NO OTHER WARRANTY OR REPRESENTATION, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THE EQUIPMENT, THE DESIGN OR CONDITION OF THE EQUIPMENT, OR ANY RESULT PRODUCED BY USE OF THE EQUIPMENT. OLSEN TECH SPECIFICALLY DISCLAIMS, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO OLSEN TECH EMPLOYEE, AGENT, DEALER, DISTRIBUTOR OR RESELLER IS AUTHORIZED TO MAKE ANY MODIFICATION OR ADDITION TO THIS WARRANTY.

The total liability of Olsen Tech (including its subcontractors and suppliers) for all claims, whether in contract, tort (including negligence and product liability), or otherwise, arising out of, connected with, or resulting from the manufacture, sale, delivery, resale, repair, replacement, or use of any item of Equipment or Service shall not exceed the price of the Equipment or Service on which the claim is based.

(Continued on Reverse)

# LIMITED WARRANTY

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IN NO EVENT SHALL OLSEN TECHNOLOGIES BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, OR SPECIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF REVENUE, COST OF CAPITAL, CLAIMS OF CUSTOMERS FOR SERVICE INTERRUPTION OR FAILURE OF SUPPLY, AND COSTS OF EXPENSES INCURRED IN CONNECTION WITH LABOR, OVERHEAD, TRANSPORTATION, INSTALLATION, OR REMOVAL OF EQUIPMENT, OR PROGRAMMING, OR SUBSTITUTE FACILITIES, OR SUPPLY SOURCES.

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Loveland, CO 80537-8901

(303) 241-7884

[BrentO@OlsenTechLLC.com](mailto:BrentO@OlsenTechLLC.com)

## TO OBTAIN SERVICE:

Customer may request service from the Olsen Tech Service team by phone during the hours stated below or by e-mail at the address listed below. Customer must provide the serial number and/or descriptions listed on the Equipment to Olsen Tech at the time of such service request. If replacement of the Equipment is authorized, Olsen Tech shall provide a Return Material Authorization ("RMA") number to Customer. Customer must ship the Equipment being replaced within seven business days to Olsen Tech Service Department at the below listed address or be billed full list price of the item to be returned. The RMA number must be placed on the shipment packaging. Please package the Equipment carefully to avoid damage in transit.

Olsen Technologies & Management, LLC

Attn: Service

4343 Crane Court

Loveland, CO 80537-8901

Hours: Monday–Friday 8AM–5PM MST

(303) 241-7884, Phone Message or Text

Or by Email:

Address: [BrentO@OlsenTechLLC.com](mailto:BrentO@OlsenTechLLC.com)

Website: [WWW.OlsenTechLLC.com](http://WWW.OlsenTechLLC.com)

This Limited Warranty gives Customer specific rights, and Customer may have other rights which vary from state to state. No person is authorized to make any other warranties or representations on behalf of Olsen Tech.

CURRENT SERVICE RATES: As of: 01/01/2020

On Site/Aircraft:	\$95/Hr - Plus reasonable expenses (including travel, see below)
On Site/Aircraft – Assisted:	\$145/Hr - Lead Tech/Eng plus Tech to assist (2 People-Discount)
Travel beyond 25 Miles:	\$45/Hr - Plus reasonable expenses
Bench/Office Work:	\$70/Hr - See Website for up to date information.
TheHandyman Can!	\$60/Hr - or Project based pricing – Call for an estimate!

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Limited Warranty and Pricing