



River Sentry Tower Limited Warranty

Applicable Products: River Sentry Towers RS-1A, RS-EW, RS-CT, RS-TC and successor models (collectively, the “Products”)

Effective Date: Jan 1 2026

1. Warranty Coverage

River Sentry, Inc. (“River Sentry”) provides the following Limited Warranty coverage for the Products, subject to the terms and conditions of this document:

1.1 Structural Components

The **aluminum housing and foundation structure** of the Products are warranted to be free from defects in materials and workmanship under normal use and service for a period of **ten (10) years** from the date of original shipment to the end customer.

1.2 Internal Components

All **internal components**, including electronics, sensors, wiring, and mechanical assemblies, are warranted to be free from defects in materials and workmanship under normal use and service for a period of **four (4) years** from the date of original shipment to the end customer.

1.3 Battery

Batteries are **not covered** under this Limited Warranty. Batteries are covered solely by the **original manufacturer’s warranty**, if any, and all battery-related warranty claims must be made directly with the battery manufacturer.

This Limited Warranty applies only to Products manufactured by River Sentry and installed, operated, and maintained in accordance with River Sentry’s documentation.

2. What River Sentry Will Do

During the Warranty Period, River Sentry will, at its option:

- Repair the defective Product or component,
- Replace the defective Product or component with a new or refurbished unit of equal or greater functionality, or
- Refund the purchase price paid for the defective Product.

Repaired or replaced Products are warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer.

3. What Is Not Covered

This Limited Warranty does **not** cover:

- Normal wear and tear
 - Cosmetic damage that does not affect functionality
 - Damage caused by misuse, abuse, neglect, accidents, vandalism, or acts of nature (including lightning, flooding, or extreme weather)
 - Damage resulting from improper installation, operation, storage, or maintenance
 - Damage caused by unauthorized modifications, repairs, or use of non-approved accessories or components
 - Damage caused by power surges, improper grounding, or non-compliant power sources
 - Software, firmware, or third-party services not provided by River Sentry
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4. Customer Responsibilities

To obtain warranty service, the customer must:

- Notify River Sentry in writing of the defect during the Warranty Period
- Provide proof of purchase and product serial number
- Follow River Sentry's return material authorization (RMA) process
- Package and ship the Product as instructed by River Sentry

Unless otherwise stated in writing, the customer is responsible for shipping costs to River Sentry. River Sentry will cover return shipping for validated warranty claims.

5. Limitation of Liability

To the maximum extent permitted by law, River Sentry shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of use, loss of data, loss of revenue, or loss of profits, arising out of or related to the use or inability to use the Product.

River Sentry's total liability under this Limited Warranty shall not exceed the original purchase price of the Product.

6. Disclaimer of Other Warranties

This Limited Warranty is the sole and exclusive warranty provided by River Sentry. To the extent permitted by law, all other warranties, whether express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are hereby disclaimed.

Some jurisdictions do not allow limitations on implied warranties, so the above disclaimer may not apply to you.

7. Governing Law

This Limited Warranty shall be governed by and construed in accordance with the laws of the State of [Insert State], without regard to its conflict of law principles.

8. Warranty Service Contact

For warranty claims or questions, please contact:

River Sentry, Inc.

Email: support@riversentry.com

Website: www.riversentry.com