



## **Warranty and Subscription Support Contract Policies for Advanced Robotics**

Effective January 1, 2022

### **Section 1 – Introduction**

Thank you for purchasing advanced robotics equipment (“Product(s)”) from Barrett Technology, LLC (“Barrett”). Barrett strives to deliver quality Products and post-sale support. Barrett’s Products are backed by both a Limited Warranty (“Warranty”) and optional Subscription Support Contract (“Support Contract”):

1. Barrett’s Warranty covers defects in workmanship and materials for a period of ninety (90) days from the invoice date.
2. Barrett’s Support Contract provides service and technical support for total peace-of-mind reliability and optimal Product performance. A one (1) year Support Contract is included with the purchase of any WAM Arm or BarrettHand and any modules or attachments purchased at the same time.

### **Section 2 – Disclaimer**

While Barrett is a pioneer in human-interactive robot safety, ROBOTS ARE INHERENTLY DANGEROUS. BARRETT SHALL NOT BE LIABLE FOR PERSONAL INJURY, DEATH OR PROPERTY DAMAGE, in whole or in part, that arises from the use of Barrett’s Product. Barrett shall not be liable under any circumstances for consequential damages.

### **Section 3 – Limited Warranty**

The Warranty policy is consistent across all Barrett Products. Barrett warrants that the Product is free from defects in workmanship and materials under normal use for a period of ninety (90) days from the invoice date. The Warranty shall not extend to any Product on which the original identification marks or serial numbers have been defaced, removed or altered.

#### *Conditions of Warranty*

The Warranty shall be void if the Product is damaged as a result of:

1. Neglect, alteration, power fluctuation or accident.
2. Improper use, including failure to follow operating instructions or maintenance and environmental conditions prescribed on Barrett’s Support site ([support.barrett.com](http://support.barrett.com)).
3. Service or repair by anyone other than Barrett or Barrett’s resellers acting in accordance with Barrett’s service requirements.
4. Use of supplies of parts other than those distributed by Barrett.
5. Use of the Product with incompatible robot arms, computers, peripheral equipment or software.



## Section 4 – Support Contract

Barrett’s Support Contract provides the following services:

1. Repair or replacement, at Barrett’s discretion, of any broken part, without charge.
2. Updates and upgrades to firmware and software.
3. Up to eighty (80) hours per year of technical application support for the Product, including email, phone, videoconference and remote desktop support as required.

### *Conditions of Support Contract*

1. Broken parts are not covered if the damage is the result of:
  - a. Neglect, alteration, power fluctuation or accident.
  - b. Improper use, including failure to follow operating instructions or maintenance and environmental conditions prescribed on Barrett’s Support site (support.barrett.com).
  - c. Service or repair that is either unauthorized or not conducted in accordance with Barrett’s service requirements.
  - d. Use of the Product with incompatible robot arms, computers, peripheral equipment or software. (Contact Barrett Technical Support for assistance.)
2. Cable failures are not covered for high power systems. High-speed and high-payload WAM arms exert unusual and highly application-specific loads on the drive cables. For these systems, cable failures are not covered by the Contract.
3. If the Support Contract is allowed to lapse, it may be renewed one of three ways:
  - a. Pay for the lapsed period on a pro rata basis, plus the normal renewal cost.
  - b. Pay to inspect and bring the Product up to good working condition, plus the normal renewal cost.
  - c. Pay a reinstatement fee, plus the normal renewal cost.

### *Support Contract Renewal*

The Support Contract may be renewed according to the following table. Discounts are available for multi-year Support Contract renewals. Barrett strongly recommends the purchase and annual renewal of a Support Contract for maximum Product reliability and longevity:

<b>Product</b>	<b>USA Customers</b>	<b>International Customers</b>
BarrettHand (all models) and accessories	5% of list price	6% of list price
WAM (model B2529) and accessories	5% of list price	6% of list price
WAM 3.0 (model B7100) and accessories	8% of list price	10% of list price
Burt (all models) and accessories	15% of list price	18% of list price

A note about cables: Aircraft-style drive cables give Barrett’s robots their unique performance edge. Barrett has uses two types of cables; stainless steel and XM. XM cables are Barrett’s proprietary formulation and are designed to last the life of the robot under normal use. Beginning in 2014, all 4-DOF WAM arms ship with XM cables, and beginning in 2015, all 4-DOF and 7DOF WAM arms ship with XM cables.



## **Section 5 – RMA Procedure**

Should a Product need to be returned to Barrett for service or repair, the customer should contact Barrett to obtain a Return Material Authorization (“RMA”) Number. Barrett will inform the customer of which components should be returned. The RMA number must be included on all shipping documents and the outside of the shipping container to Barrett. The customer is responsible for all shipping costs to and from Barrett, as well as any and all duties, taxes, customs fees, surcharges or other costs.