



ALIGN PRODUCTION SYSTEMS

LIMITED WARRANTY POLICY

Applies to All APS-Engineered and Manufactured Products

1. Warranty Coverage

Align Production Systems (“APS”) warrants that APS-manufactured equipment (“Products”) will be free from defects in material and workmanship for a period of **one (1) year from the Warranty Start Date**, or **2,000 operating hours**, whichever occurs first (“Warranty Period”).

Warranty Start Date

The Warranty Period begins **thirty (30) days after the Product ships from APS**, regardless of installation schedule, commissioning activities, or customer readiness.

This Limited Warranty applies only to the **original end-user purchaser** and is **nontransferable**.

2. Supplier Components

APS warrants third-party components and subsystems **only to the extent that the original supplier provides warranty coverage and approves the claim**. APS does not extend or modify supplier warranty obligations.

3. Authorized Parts Requirement

To maintain warranty coverage, the customer must use **APS-supplied or APS-approved replacement parts, components, consumables, firmware, and software**.

Use of non-APS parts, or modifications without APS written authorization, **voids all warranty coverage**.

4. Warranty Claim Procedure

To initiate a warranty claim, the customer must:

1. Submit written notice of the alleged defect to APS within the Warranty Period.
2. Obtain a **Return Goods Authorization (RGA)** number from APS.

3. Provide APS with all requested documentation, operating history, photos, or error reports.
4. Return the item to APS's facility in Decatur, Illinois, **freight prepaid**, for inspection and evaluation.

APS will determine, at its sole discretion, whether the failure is covered under this Limited Warranty.

5. Replacement Parts and Purchase Order Requirement

If APS determines that replacement components may be required:

- The customer must issue a **Purchase Order (PO)** for all replacement parts prior to shipment.
- If APS approves the claim as warranty-covered after evaluation, APS will **credit the cost of the approved replacement parts**.
- If APS determines the failure is not warranty-covered, the customer remains responsible for all associated costs.

APS may repair, replace, or return parts at its discretion.

6. Field Service, Travel, and Labor Charges

If onsite evaluation or repair is required:

- The customer must issue a **PO** covering APS's **labor, travel time, mileage or airfare, lodging, and per diem**.
 - If APS determines during onsite evaluation that the failure is covered under warranty:
 - **Labor associated with the warranty repair will be credited.**
 - **Travel expenses, lodging, per diem, mileage, and airfare are not refundable and remain the customer's responsibility.**
 - If the failure is not covered, all charges remain billable.
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7. Warranty Exclusions

This Limited Warranty does not apply to any failure, defect, or damage resulting from:

A. Improper Installation or Commissioning

- Installation not in accordance with APS instructions

- Incorrect anchoring, alignment, leveling, or foundation preparation
- Improper electrical power supply, grounding, or integration
- Inadequate or unsafe site conditions

B. Unauthorized Modifications

Any modification without APS approval, including:

- Structural changes, drilling, cutting, welding
- Substitution of non-APS parts
- Alteration of electrical, safety, control, PLC, HMI, or AGV programming
- Firmware changes or safety system overrides

C. Environmental Conditions

- Exposure to water, condensation, corrosive chemicals, metal dust, or contaminants
- Use outside temperature, humidity, incline, or vibration specifications
- Any outdoor use not expressly approved by APS in writing

D. Improper Use or Overloading

- Exceeding rated capacity or duty cycle
- Negligence, misuse, abuse, collision damage, or operator error

E. Maintenance-Related Failures

- Failure to perform scheduled maintenance
- Improper lubrication
- Use of incorrect service parts or consumables
- Inability to produce maintenance records upon request

F. Consumables

Consumables and wear items are excluded from warranty coverage, including but not limited to:

- Air bearings, air bags, wheels, rollers, tires
- Filters, fuses, seals, lubricants, wear pads
- Batteries and charging components

G. Electrical or Controls Issues

- Improper customer wiring
- Power supply issues, electrical noise, harmonics, or grounding problems
- Improper lockout/tagout procedures

H. Cybersecurity or Network Exposure

- Viruses, ransomware, malware, unauthorized access, or misconfiguration of customer networks

I. Shipping, Handling, and Storage

- Freight damage (customer must file claim with carrier)
 - Damage during rigging, unloading, or internal relocation
 - Improper or prolonged storage before installation
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8. Start-Up, Commissioning, and Multi-Phase Projects

Delays in customer readiness do **not** extend the Warranty Period.

For multi-phase or multi-unit projects, each shipment carries an **independent Warranty Start Date**.

9. Global Deployments

For equipment deployed outside the continental United States:

- Response times may vary.
 - The customer is responsible for **all** duties, customs fees, freight, visas, travel logistics, and any costs associated with international service.
 - APS is not responsible for delays caused by customs or regulatory requirements.
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10. Warranty Support Response Times

APS will:

- Provide warranty support during regular business hours via phone and email.
- Acknowledge receipt of a warranty request and provide a **preliminary action plan within forty-eight (48) hours**.

A preliminary response does not imply immediate repair, dispatch, or resolution.

11. Exclusive Remedy

If APS determines that a defect covered by this Limited Warranty exists, APS will, at its sole discretion:

- Repair the defective item;
- Replace the defective item; or
- Provide a credit covering the defective portion of the Product.

This remedy is the customer's **sole and exclusive remedy** under this Limited Warranty.

APS is not responsible for removal, reinstallation, downtime, lost production, or any customer-incurred subcontractor costs.

12. Warranty Disclaimer

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED.

13. Limitation of Liability

IN NO EVENT SHALL APS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, OR CONTINGENT DAMAGES, WHETHER OR NOT APS HAS BEEN ADVISED OF THEIR POSSIBILITY.

APS's total liability shall not exceed the purchase price of the Product giving rise to the claim.

14. Entire Agreement

This Limited Warranty constitutes the **complete, final, and exclusive statement of APS's warranty obligations** and supersedes all prior or contemporaneous representations, agreements, or understandings relating to warranty coverage.