



EDGE BOX with SOLAR GLANCE

DN 25

MANUFACTURER INTERNATIONAL LIMITED WARRANTY

Section 1. GENERAL PROVISIONS

1.1. Manufacturer's Warranty

Smart Atoms Limited ("Manufacturer") grants a limited, voluntary manufacturer's warranty ("Warranty") for the hardware products manufactured by the Manufacturer (the "Products") in accordance with these Warranty Conditions ("Warranty Policy").

This Warranty applies exclusively to defects in materials and workmanship of the hardware Products.

1.2. Exclusivity of Warranty

This Warranty Policy constitutes the sole and exclusive warranty granted by the Manufacturer with respect to the Products.

Any other warranties, whether express or implied, including implied warranties of merchantability or fitness for a particular purpose, are disclaimed to the maximum extent permitted by law.

No distributor, reseller, partner, or third party is authorized to modify, extend or supplement this Warranty Policy on behalf of the Manufacturer.

1.3. Scope of Application

This Warranty Policy applies to:

- (a) Products purchased directly from the Manufacturer or through authorized commercial partners;
- (b) End customers who are the original purchasers of the Product and lawfully acquired the Product for their own operational or internal use.



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The Manufacturer reserves the right to amend or update this Warranty Policy at any time.

Any changes apply only to Products purchased after the effective date of such update.

1.4. Warranty Holder

For the purposes of this Warranty Policy, "Warranty Holder" means any natural or legal person who lawfully purchased and uses the Product for its intended purpose, whether directly from the Manufacturer or through an authorized sales channel.

If ownership of the Product is transferred, the remaining Warranty period transfers with the Product, without extension or renewal.

Entities purchasing Products solely for resale are not Warranty Holders.

Section 2. SCOPE OF WARRANTY

2.1. Covered Defects

This Limited Warranty covers only manufacturing defects in materials and workmanship of the Product that:

- a) occur during the Warranty Period; and
- b) materially affect the normal functioning of the Product; and
- c) arise under normal and intended use in accordance with the Product documentation, specifications and instructions provided by the Manufacturer.

Defects that have no influence on the proper functioning of the Products (including, without limitation, visual impairments and blemishes) are not covered by this Warranty, and are hereby disclaimed and excluded.

2.2. Manufacturer's Assessment

All Warranty claims are subject to technical inspection and verification by the Manufacturer or its authorized service partner.

The Manufacturer has the sole discretion to determine whether:

- a) a defect exists;
- b) the defect is covered by this Limited Warranty;
- c) repair, replacement or rejection is applicable.

2.3. Warranty Remedies

If a valid Warranty claim is confirmed, the Manufacturer shall, at its discretion:

- (a) repair the defective Product or component; or
- (b) replace it with a new or refurbished product of equal or similar functionality; or

The selected remedy shall be the Manufacturer's exclusive obligation.

2.4. Refurbished Parts

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Repaired or replacement Products may contain new or refurbished parts that meet functional and performance requirements.

Such parts shall not extend or renew the original Warranty Period.

2.5. No Business Interruption Coverage

This Limited Warranty does not cover:

- business interruption;
- loss of profit;
- loss of data;
- downtime costs;
- substitute equipment;
- installation, removal or reconfiguration costs.

2.6. Territorial Application

The Warranty applies solely within the country in which the Product was originally purchased from the Manufacturer or an authorized commercial partner (the “Country of Purchase”).

The Manufacturer shall have no warranty obligations for Products that are exported, relocated, resold, or used outside the Country of Purchase, unless expressly agreed otherwise in writing by the Manufacturer.

Section 3. EXCLUSIONS. NO WARRANTY CASES

3.1. General Exclusions

The Warranty does not cover defects or damages caused by:

- a) Normal wear and tear (including cosmetic damage, scratches, dents, or discoloration that do not affect functionality);
- b) Abuse, misuse, negligence, accidents, or improper handling;
- c) Non-compliance with Manufacturer instructions, including installation, operation, maintenance, or storage;
- d) Unauthorized repairs, modifications, or use of non-approved parts or accessories;
- e) Exposure to liquids, moisture, dust, sand, extreme temperatures, or other environmental factors;
- f) Improper storage, transport, or packaging;
- g) Use outside intended or permitted applications, including with non-Manufacturer products;
- h) Software, data, or digital services, including third-party applications;
- i) Force majeure or events beyond Manufacturer’s reasonable control, such as fire, lightning, floods, power surges, or other external hazards.

3.2. No Warranty Cases

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Warranty claims are *not valid* if:

- a) The Product has been purchased from unauthorized sellers;
- b) Consumable parts (e.g., batteries, cables) are worn or used normally, unless defective due to manufacturing;
- c) Seals, serial numbers, or labels required for identification have been removed or tampered with;
- d) The Warranty Holder cannot provide *proof of purchase* (invoice, receipt, or equivalent fiscal document);
- e) The Warranty Holder does not comply with the Manufacturer's requests for documentation, diagnostic data, or return procedures.

3.3. Limitation of Coverage for Connectivity and Network Issues

The Warranty does *not cover* connectivity issues caused by external networks, other connected devices, or incompatible software or hardware. The Manufacturer is not responsible for damages caused by network congestion, protocol issues, or third-party services.

3.4. Other Limitations of Coverage

Software, firmware, cloud services, digital features and third-party components are expressly excluded unless otherwise stated in writing by the Manufacturer.

The Warranty does not cover damage to or failure of fragile, cosmetic or consumable components, including but not limited to glass, plastic parts, protective covers, external housings, buttons, knobs or similar components, unless such damage is caused by a proven manufacturing defect.

3.5. Third-Party Devices and Accessories

The Warranty *does not cover*:

- a) Any third-party accessories, peripheral devices, or add-ons, even if packaged or sold together with the Product (e.g., power supplies, cables, connectors, mounts, sensors not manufactured by the Company).
- b) Any defects or damages caused by the use of such third-party devices in conjunction with the Product.

3.6. Environmental and Electrical Conditions

The Warranty *does not cover* damages or defects caused by conditions outside normal use, including:

- Voltage fluctuations, power surges, or unstable electrical supply;
- Extreme temperatures, humidity, frost, or heat;
- Exposure to dust, sand, liquids, or other environmental hazards;
- Any other conditions that go beyond the ordinary and intended use of the Product as described in the operating instructions.

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Section 4. CLAIM SUBMISSION AND WARRANTY ASSERTION

4.1. Notification of Defect

The end customer or authorized reseller must notify the Company *in writing* (email is sufficient) *immediately after discovering a defect* covered by this Warranty, and in any case *within the Warranty Period*.

4.2. Eligible Claimant

Warranty claims may be submitted *only by the end customer* who originally purchased the Product:

- a) directly from the Manufacturer; or
- b) from an authorized sales partner of the Manufacturer.

No third party (including distributors, resellers, integrators or service providers) may submit a Warranty claim on behalf of the end customer unless expressly authorized in writing by the Manufacturer.

4.3. Claim Submission Channel

The end customer shall submit the Warranty claim:

- a) to the original seller from whom the Product was purchased; or
- b) directly to the Manufacturer, if the Product was purchased directly from the Manufacturer or if otherwise instructed by the Manufacturer.

The Manufacturer reserves the right to redirect any claim to the original seller or an authorized service partner.

4.4. Timeframe for Claims

Warranty claims must be submitted:

- promptly after discovery of the defect; and
- in any event no later than *30 calendar days* from the date the defect was first identified.

Failure to comply with this timeframe may result in rejection of the claim.

4.5. Required Documentation

To be eligible, the claimant must provide:

- a) Original proof of purchase (invoice, receipt, or equivalent), indicating Product model, serial number, purchase date, and seller;
- b) Completed Warranty Claim Form / RMA request;
- c) Original packaging, where reasonably available;
- d) Any additional documentation or technical information reasonably requested by the Manufacturer.

Failure to provide satisfactory proof or documentation may result in claim rejection, to the extent permitted by applicable law.

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4.6. Preliminary Verification

Upon receipt of the claim, the Manufacturer or its authorized partner shall:

- review the documentation;
- conduct remote diagnostics if applicable;
- determine whether the claim qualifies for RMA processing.

The Manufacturer may request additional information, technical data or evidence before approving the claim.

4.7. Return of Product (RMA)

If the Manufacturer requires the Product to be returned:

- It must be shipped *freight prepaid* to the address specified by the Manufacturer;
- The Product must be in original packaging or packaging providing equivalent protection;
- All required documentation must accompany the Product.

Incomplete returns or missing documentation may result in claim rejection. Ownership of replacement products remains with the Manufacturer until the returned Product is received.

4.8. Manufacturer Review and Resolution

The Manufacturer will assess the defect and, at its sole discretion, determine whether it is covered by the Warranty. Resolution may include:

- Repair of the Product;
- Replacement with an equivalent or newer Product;

The Manufacturer will use reasonable efforts to respond promptly, but does not guarantee immediate resolution. The Manufacturer's decision is final and binding.

4.9. Timeframe for Resolution

The Company will use commercially reasonable efforts to respond to Warranty claims promptly. While the Company strives to resolve claims as quickly as possible, Warranty claims may take up to 90 calendar days from the receipt of all required documentation and, if applicable, the returned Product, for full evaluation and determination. The Company's determination regarding the claim, including repair or replacement, shall be final and binding.

4.10. Chain Control Clause

The Manufacturer:

- does not assume responsibility for representations made by resellers or third parties;
- is bound only by the terms of this Warranty;
- shall not be liable for any obligations assumed by intermediaries beyond this Warranty.

4.11. Data Backup & Data Loss Disclaimer

Prior to returning any Product under this Warranty, the claimant is solely responsible for creating complete and secure backups of all data, software, configuration files, logs, credentials, and any other information stored on or processed by the Product, to the extent technically possible.

The Manufacturer shall have the right, without prior notice, to erase, reset, overwrite, replace, or reinitialize any data storage, firmware, or software of the Product as part of diagnostics, repair, refurbishment, or replacement processes.

To the maximum extent permitted by applicable law, the Manufacturer shall not be liable under any circumstances for any loss, corruption, or disclosure of data, software, or information arising from or related to the handling of the Product under this Warranty, including during transport, inspection, repair, or replacement.

Section 5. RMA PROCEDURE

5.1. RMA Authorization Requirement

No Product shall be returned under this Warranty *without prior written approval* of the Manufacturer.

The claimant must obtain a valid Return Material Authorization (RMA) number before shipping any Product.

Any Product returned without an RMA number shall be:

- refused; or
- returned to the sender at their expense; or
- disposed of at the Manufacturer's discretion.

5.2. RMA Request Process

To request an RMA, the claimant must:

- a) submit a formal request via the Manufacturer's designated support channel;
- b) provide all documentation required under Section 3;
- c) describe the defect in reasonable technical detail;
- d) follow all instructions provided by the Manufacturer.

The Manufacturer reserves the right to:

- require remote troubleshooting;
- request additional diagnostics;
- reject the request if eligibility is not confirmed.

5.3. Shipment Conditions

Approved Products must be:

- shipped *freight prepaid* by the claimant;

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- properly packed to prevent transport damage;
- shipped to the address specified by the Manufacturer;
- accompanied by RMA number, proof of purchase and claim reference.

The Manufacturer shall not be liable for:

- lost shipments;
- transport damage;
- customs delays or charges.

5.4. Inspection and Evaluation

Upon receipt, the Manufacturer shall inspect the Product.

The Manufacturer shall determine, *in its sole discretion*, whether:

- a) a defect exists; and
- b) such a defect is covered under this Warranty.

Inspection findings are final and binding.

5.5. No Fault Found / Rejected Claims

If:

- no defect is found; or
- the defect is excluded; or
- the claim is invalid,

the Manufacturer may:

- a) return the Product at the claimant's expense;
- b) charge inspection, testing and handling fees;
- c) provide a paid repair quotation (optional).

5.6. Replacement Handling

If replacement is approved:

- replacement units may be new or refurbished;
- replaced Product becomes Manufacturer's property;
- replacement inherits the remaining Warranty period only;
- Warranty period is *not extended*.

5.7. Customs and Taxes

All customs duties, VAT, import taxes or similar charges related to the shipment of replacement Products shall be borne by the claimant.

5.8. Timeframe for RMA Processing

The Manufacturer will use commercially reasonable efforts to process RMA requests within *30 business days of receipt*, but does not guarantee specific timelines. Delays in processing do not extend the Warranty period.

5.9. Force Majeure and Unforeseen Circumstances

The Manufacturer shall not be liable for delays, damages, or additional costs arising from events beyond its reasonable control, including, without limitation, transport disruptions, natural disasters, strikes, customs inspections, or other unforeseen circumstances.

Section 6. MANUFACTURER'S OBLIGATIONS. WARRANTY SERVICES

6.1. Scope of Obligations

During the Warranty Period, the Manufacturer's sole obligations under this Warranty are limited to:

- a) Repair the Product, using new or refurbished parts; or
- b) Replace the Product with a functionally equivalent new or refurbished Product; or

No other remedies are available to the Warranty Holder.

6.2. Ownership of Replaced Items

Any Product or parts replaced become the Manufacturer's property. Any replacement Product or part becomes the property of the Warranty Holder.

6.3. Warranty Fulfillment and Authorized Repairs

All Warranty repairs and replacements shall be performed exclusively by the Manufacturer or by service partners expressly authorized by the Manufacturer.

At the Manufacturer's sole discretion, certain components designated as user-replaceable may be provided to the Warranty Holder for self-installation. Such self-installation shall be permitted solely to fulfill the Warranty and strictly in accordance with the Manufacturer's instructions.

Any repair, replacement, modification, or installation performed outside the scope of this Section, or without the Manufacturer's authorization, shall void the Warranty to the extent permitted by applicable law.

6.4. Limitations

The Manufacturer is **not responsible for**:

- a) labor, travel, or onsite installation costs;
- b) removal or reinstallation of Products;
- c) any costs incurred by the Warranty Holder's employees, contractors, or third parties;
- d) software, data, or other materials stored on the Product;
- e) damage arising from failure to follow instructions or from unauthorized modifications.

6.5. Sole Discretion

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All Manufacturer actions regarding repair or replacement are at the Manufacturer's sole discretion.

Section 7. WARRANTY PERIOD

7.1. Commencement of Warranty

Unless otherwise expressly agreed in writing by the Manufacturer, and to the extent not prohibited by applicable mandatory law, the Warranty Period shall commence on the earlier of:

- (a) the date of the first commercial sale of the Product by the Manufacturer to a distributor, reseller or other authorized commercial partner; or
- (b) the date of the Product's original purchase by the end customer from the Manufacturer or an authorized sales partner, as evidenced by valid proof of purchase.

7.2. Duration

The standard Warranty Period is two (2) years from the commencement date.

7.3. Warranty for Repaired or Replaced Products

Any Product or part repaired or replaced under this Warranty will be covered for the remainder of the original Warranty Period. The Warranty Period does not restart or extend due to repair or replacement.

7.4. Special Circumstances

The Company reserves the right to define specific Warranty Periods for certain Product types, models, or territories. Such variations will be clearly communicated at the time of sale.

Section 8. GENERAL PROVISIONS

8.1. Severability

If any provision of these Warranty Terms is held to be invalid, illegal, or unenforceable in whole or in part, such provision shall be modified to the minimum extent necessary to make it valid and enforceable. The remaining provisions shall remain in full force and effect.

8.2. Notices

All communications or notices related to this Warranty, including Warranty claims, must be sent in writing to the Company at the designated support contact or address. Email notification to the designated support address is sufficient.

8.3. Force Majeure

The Company shall not be liable for delays or failure to perform its obligations under this Warranty due to circumstances beyond its reasonable control, including but not limited

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to natural disasters, acts of government, strikes, power outages, or transportation disruptions.

8.4. Entire Agreement

This Warranty Policy constitutes the entire agreement between the Company and the Warranty Holder regarding the subject matter herein and supersedes all prior agreements, representations, or warranties, whether written or oral, relating to the Product.

8.5. Governing Law

This Warranty and any claims, disputes, or matters arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and Wales, without regard to its conflict of law rules.

8.6. Dispute Resolution

Any dispute, claim, or controversy arising out of or in connection with this Warranty shall be subject to the exclusive jurisdiction of the courts of England and Wales, sitting in London.

8.7. Statutory Rights and Mandatory Law

This Warranty is provided in addition to any mandatory statutory warranty rights and does not limit such rights where they cannot be excluded under applicable law.

The rights of the end customer under the applicable national legislation of any EU country shall not be affected.