



Windcube® Vertical Profiler Warranty Statement

WINDCUBE LIMITED WARRANTY STATEMENT

NRG Systems, Inc. (NRG) warrants the Windcube Vertical Profiler for a period of two years starting date of installation or 30-days after delivery is accepted (whichever comes first) solely for the benefit of the original consumer purchaser. If this NRG product is determined to be defective in materials or workmanship, NRG will, at NRG's option, repair or replace this product without charge. This warranty does not cover damage due to improper installation or use, accident or misuse, lightning or damages due to any unauthorized service. This warranty also will not apply if any seal on any instrument or sensor is broken, if any cable has been severed, or the equipment was not adequately grounded.

To return a defective product, call NRG Systems at the telephone number listed below for a RMA return authorization number. You must also have available when you call the serial number of the item as well as date of purchase. No products will be accepted for warranty work without a RMA number. The product must be returned, postage prepaid, to NRG with a brief description of the problem, RMA number and a return address with phone number.

The foregoing limited warranty is given in lieu of all other warranties, express or implied. NRG specifically disclaims all implied warranties including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose.

The above limited warranty expressly excludes, and NRG shall not be liable for, any incidental or consequential damages caused by or related to the selection, use of, inability to use or malfunction of this product.

Prompt Disposition

NRG will make a good faith effort for prompt correction or other adjustment with respect to any product which proves to be defective within the warranty period. First, contact NRG or the representative from whom the product was purchased and ask for a RMA number. NRG will also make a good faith effort for prompt service after the warranty period of a product has expired.

Warranty Claims

Please contact NRG with the nature of the problem and serial number to obtain a RMA number. Inspect your shipments for damage to packages or missing packages immediately upon receipt. Record any such exceptions on the freight receipt of the delivery agent. If any contents are damaged or missing, report this in writing to the freight carrier and send NRG a copy of the damage report. If you insured the shipment yourself, report any damages to your insurance carrier.



WINDCUBE EXTENDED WARRANTIES

Windcube Extended Warranties are available in one and two-year increments and include routine preventative maintenance. All terms of the standard Windcube Limited Warranty covering new units described above apply to extended warranties.

Windcube Extended Warranties may be purchased:

1. When purchasing a new Windcube Vertical Profiler from NRG.
2. When purchasing a used Windcube Vertical Profiler from NRG.
3. Following the completion of a successful [Windcube Validation Service](#) at NRG.

Extended Warranties may not be purchased for a Windcube after it has left our facility.

Extending an NRG Warranty

To extend the warranty period of a Windcube the first step is to send your device to NRG for a [Windcube Inspection and Update Service](#) and a [Windcube Validation Service](#). NRG Technical Services will inspect the Windcube's major components and update it to the latest software and hardware as applicable. Once the Inspection and Update Service is complete, a Lidar-to-Lidar validation will be performed at NRG against a reference Windcube to establish a traceable record of Lidar accuracy and performance. To initiate, call NRG Systems at the telephone number listed below and request a RMA return authorization number.

This process must be followed during the second year of a new Windcube's standard warranty period in order to ensure continuous warranty coverage into the third and possibly fourth years of operation.

The extended warranty will take effect from the date of installation or 30-days after delivery is accepted (whichever comes first) solely for the benefit of the original purchaser of the extension.