

Emesent Product Warranty

Emesent guarantees our products and devices when purchased through Emesent or an authorized distributor to be free of material and workmanship defects for a period as specified in the plan guidelines.

This warranty includes the device functioning to all noted specifications as per the Operating Guidelines. If a device fails to meet specifications, Emesent or an Emesent authorised service agent will inspect the device under warranty and will repair or replace at our discretion. Acceptance for the return of the device reported defective by the customer does not imply or acknowledge that the product is defective in design or manufacture.

Emesent agrees to warrant a device when it is evident that the pilot has undertaken all required training, applied the correct settings and current firmware and has flown the device appropriately. In these instances, Emesent will incur the repair costs resulting from flight-incidents for both Hovermap and the drone.

Devices that exhibit exposure to conditions not consistent with unit design or function (as highlighted below under Warranty Exclusions) will not be considered for credit, even though they may be within the warranty repair period.

Operating Guidelines:

Outdoor Use

The pilot must set the primary navigation mode to SLAM and secondary to GPS or vice versa. The pilot must ensure that the environment has enough features, and the flight height is restricted to appx. 40m for surface scans.

Indoor Use

The pilot must set the primary navigation mode to SLAM and secondary to INS. The pilot must ensure not to fly right after blasting was conducted and to avoid heavy dust environments.

Warranty Exclusions:

The following exceptions apply and void the warranty:

- Device failure outside of the warranty period
- Failure to provide evidence of device failure
- Device exposure to water
- Flying device over water

- Device VESH turned off
- Device failure due to act of god
- Operation of device not compliant with direct Emesent instructions
- Flying device into stope within 24 hours of last blast
- Device failure in a stope due to stope gases present
- ALO flight
- Wrong navigation modes set
- Incorrect firmware version installed
- Operating device without having undertaken required training and/or re-certification

Shipping:

Shipping fees of a damaged Hovermap and/or Drone to Emesent is the responsibility of the customer or reseller. If found to be a valid warranty claim Emesent will cover the cost of return shipping to the customer or reseller. If repairs are not covered under warranty then the customer or reseller will incur the cost of return shipping.

Please Note: Emesent will not cover duties and/or taxes imposed by local government or customs authorities and as such these fees (if any) must be incurred by the recipient.