

# Warranty

## **IRISS Warranty Statement**

As a Level III Thermographer, I depend on the products I design to ensure safe and accurate inspections of my customers' critical energized electrical equipment. After years of use (and abuse), in a variety of industrial and building maintenance environments, I designed the typical failure modes of traditional IR windows out of my industrial-grade products. I am proud to offer the industry's most comprehensive protection: an Unconditional Lifetime Warranty, with just one definition for successful performance of the product – your satisfaction.

  
**Martin Robinson**  
CEO IRISS, Group

### **Unconditional Lifetime Warranty:**

IRISS will repair or replace any IR window, or component thereof, with the same or next generation model, if the product has ceased to perform to the customer's expectations for any reason.

**Term of Warranty:** Lifetime

**Exemptions Under Warranty:** None

**Products Covered Under Warranty:**

- Platinum Series
- VPFR Series
- VP-12 Series
- CAP Series polymer lens solutions\*
- Custom Solutions polymer lens solutions\*

*\*Assemblies manufactured from stainless steel and aluminum are included. Ferrous materials are not included under this warranty due to the nature of the material and the fact that they can corrode over time.*

### **Conditional Lifetime Warranty:**

IRISS will repair or replace any product, or component thereof, with the same or next generation model, if the product has ceased to perform to specifications.

**Term of Warranty:** Lifetime

**Exemptions Under Warranty:**

- Products shall be eligible for replacement as long as they are used within specifications, for intended use.
- Crystal lenses are not be eligible for replacement for breakage, due to the materials fragile nature.
- Calcium Fluoride (CaF<sub>2</sub>) shall not be eligible for replacement for reason of transmission loss. It is the natural characteristic of CaF<sub>2</sub> to degrade due to its inherent incompatibility with moisture, humidity and high frequency vibration, regardless of coatings or amendments which might be applied at time of manufacture.
- Products not manufactured by IRISS, but which might be resold by IRISS, Inc. or its agents; or which might be packaged with other products by IRISS or its agents as part of a set or kit; such products shall carry the warranty offered by manufacturer of that product.

18-1040-0013 RevA