



KOVA

LETTER OF WARRANTY

Electrical Switches, Receptacles, Controllers & Occupancy Sensors

KATERRA LIMITED WARRANTY

Product Categories: Hardwired & Wireless Electrical Switches & Receptacles, Controllers & Occupancy Sensors

One (1) Year Limited Warranty: Katterra warrants that the product categories listed above will be free of defects in material and workmanship for a period of one (1) year when properly installed and serviced during normal residential or light commercial installation applications. Unless specifically stated otherwise, the warranty start date begins on the date of delivery.

Subject to the terms and conditions listed below, Katterra will repair, provide a replacement part or product, or refund the original purchase price for defective products during the warranty period. The decision to resolve warranty defects by repair, replacement, or refund will be made at Katterra's sole discretion. Katterra recommends using a licensed professional for all installations or repairs.

THIS IS A LIMITED WARRANTY. THE FOLLOWING CONDITIONS ARE NOT COVERED BY THE WARRANTY:

1. Faults or damage caused by an installation error, improper maintenance, neglect, altering, tampering, or careless operation or handling of the products that are not in accordance with Katterra instructions or specifications, or if it is used for other than the intended purpose after the product has been delivered and accepted by the receiving party.
2. Normal wear or tear due to the normal aging of the product, including parts that are expected to deteriorate over time. Gloss reduction, scratching, abrasions, deterioration (due to the use of paints, solvents or other chemicals), staining or alkaline etching of the finish over time due to use, cleaning practices, or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.
3. Temporary marks on the product including but not limited to metal marks, fingerprints, smudges, or other temporary marks made by household items.
4. Consumable parts, including batteries, designed to be replaced over time during the life of the covered product.
5. Replacement of house fuses, resetting of circuit breakers, or correcting house wiring.
6. Damage caused by incorrect electrical current or voltage, or failure of the product to perform during due to breakdowns, fluctuations, or interruptions in electric power or the telecommunications network.
7. Damage caused by direct exposure to water or other liquids.
8. Products that the customer decides they do not like after installation due to color, styles, or other opinions based on personal preference.
9. Cosmetic damage not reported in the first 48 hours after delivery. All products must be inspected before installation. Installation of products with visual defects or nonconformities apparent before installation void this warranty.
10. Discoloration, rust, or oxidation resulting from caustic or corrosive environments including but not

limited to high salt concentrations, high moisture, humidity, or exposure to chemicals. Installation applications within 5 miles (8 kilometers) of a body of salt water are considered high salt concentration environments.

11. Damage caused by children, animals, plants, or insects.
12. Damage from installation adjacent to a heat source that does not have sufficient airflow or insulation to diffuse the heat.
13. Failures, defects, or damage including but not limited to, any security failure or loss of data, caused by any third-party product, service, or system connected or used in conjunction with the product.
14. Unless specifically stated otherwise, these products are not approved for the following installation applications: aircraft, watercraft, recreational vehicles, outdoors, indoor swimming pools or hot tubs, saunas, steam rooms, greenhouses, walk-in freezers or refrigeration units, or other extreme environments.
15. Force Majeure: Loss, damage, or injury caused in whole or in part by natural calamities or acts of God.
16. Labor: This limited warranty is for material only and does not cover labor charges – including installation, removal, and reinstallation, or other incidental or consequential costs associated with surrounding material such as walls, ceilings, paint, countertops, cabinets, or flooring. The original purchaser may be covered by a separate workmanship or installation warranty from the general contractor or licensed professional who installed the product.
17. Industrial/Commercial Use: Unless specifically stated otherwise, this limited warranty is extended to light commercial applications – including multi-family apartment units, schools, professional office buildings, retail, hospitality guest rooms, and other similar installation applications only. Excluded from this limited warranty are industrial or heavy commercial operating environments and usage scenarios that significantly differ from normal residential usage patterns and operating conditions. Examples include industrial/manufacturing workspaces where employees are regularly required to wear personal protective equipment (hard hats, safety glasses, protective coveralls, etc.), professional kitchens & restaurants, laundromats, hospitals, laboratories, and other high-volume, heavy-use, harsh or chemically caustic environments. If there are questions as to the type of use that is considered “Light Commercial”, please contact your Katterra sales representative before purchase and installation.

Repair or replacement costs for any circumstances not covered by this warranty shall be borne by the customer.

This warranty is not in force until full payment has been received for the covered products.

Katterra does not warrant that the operation of covered products will be uninterrupted or error-free. This warranty does not constitute a performance warranty and does not extend to the future performance of goods. It is expressly contemplated by the warranty that any part of the product may contain a defect in material or workmanship and that any part of the product may fail during the warranty period. The buyer’s sole remedies under this warranty are limited to repair, replacement, or refund in the event a part fails due to a defect in material or workmanship.

This warranty is not a statement of the expected useful life of any KOVA product.

During the limited warranty period, Katterra will fix any embedded software issues that have a significant

negative effect on the product's performance. It is your responsibility to backup any data you may have stored or preserved on the product. It is likely that such data will be lost or reformatted during warranty service, and Kattera is not responsible for any such damage or loss.

Replacement parts can be new or remanufactured. Repaired parts or replacement products are warranted for the remaining portion of the original product's warranty period. The original warranty period is not extended by repair or replacement activities. Defective parts must be made available to Kattera in exchange for the replacement parts and become the property of Kattera.

This warranty is extended to the original purchaser or owner at the original installation location in the United States and is non-assignable and non-transferable.

Kattera's total liability or cost, for the life of this warranty, is limited to, and capped at, the original purchase price of the warranted product(s) – whether the claim is based on strict liability, negligence, breach of warranty or any other theory or cause of action.

DISCLAIMER OF IMPLIED WARRANTIES

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IMPLIED WARRANTY OF NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE, ARE DISCLAIMED. UPON THE EXPIRATION OF THE ABOVE STATED LIMITED WARRANTY PERIOD, ANY AND ALL APPLICABLE IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED ALSO EXPIRE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM KATERRA OR ELSEWHERE, WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

LIMITATION OF REMEDIES – EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

THIS WRITTEN WARRANTY IS YOUR EXCLUSIVE WARRANTY FROM KATERRA AND REPRESENTS THE SOLE REMEDY TO THE OWNER OF KATERRA PRODUCTS EXCEPT AS OTHERWISE REQUIRED BY LAW. KATERRA MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND OTHER THAN THOSE STATED EXPLICITLY HEREIN. THE WARRANTIES AND REMEDIES PROVIDED HEREIN ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD PROVIDED HEREIN UNLESS A SHORTER PERIOD IS PERMITTED OR REQUIRED BY LAW. KATERRA DOES NOT ASSUME AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS TO REMOVE AND/OR REPLACE PRODUCT, AND ANY OTHER HARM TO THE BUILDING,

ITS CONTENTS OR ITS OCCUPANTS, OR TO ANY OTHER PERSONS OR PROPERTY, WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER CLAIMS DERIVED IN TORT, OR FOR ANY OTHER CAUSE.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

WARRANTY CLAIMS

To submit a warranty claim:

Web: www.warranty.katerra.com

Mail: Katerra Warranty Department
9305 E Via de Venture, STE 200
Scottsdale, AZ 85258

Product description and proof of purchase are required to support any warranty claim.