

US/CANADA WARRANTY GUARANTEE CERTIFICATE

LIMITED WARRANTY –

Equipment Manufactured by ROQ and sold by RYONET Corporation – MÁQUINAS E TECNOLOGIA LASER, S.A.

This Limited Warranty applies to equipment manufactured by ROQ– MÁQUINAS E TECNOLOGIA LASER S.A. sold in the United States and Canada through RYONET Corporation. Since Warranty terms and conditions vary by category and product, please read this Warranty in its entirety.

This Warranty takes effect on the day the product is delivered to the Consumer. If the equipment is to be installed by Ryonet Service, the Warranty takes effect after the installation and commissioning. Damage that occurs in transit is not covered under this Warranty, and it is up to the Customer to notify Ryonet of such damage immediately in order to file damage claims with carrier. Subject to the conditions and limitations set forth below, the product is warranted against defects in workmanship and materials for the length of the Warranty period.

Warranty coverage provides for the replacement or repair of parts found by ROQ or Ryonet Service to be defective during the term of the Warranty and subject to conditions set forth in "Limitations of Warranty". ROQ may, at its discretion, choose to repair, rather than replace, defective parts covered under this Warranty. ROQ reserves the right of final decision as to the applicability of Warranty provisions.

Limitations of Warranty

1. This Warranty applies only to the original Equipment Purchaser, and is not transferable.
2. This Warranty does not apply to defects resulting from the **Buyer's** improper installation, maintenance, or use.
3. Any modification of equipment not authorized by Ryonet Service in writing – or any misuse or operation outside of the manufacturer's intended conditions of use for the product – shall terminate the Warranty.
4. If the equipment requires installation, the Warranty is only valid if installed by an ROQ or Ryonet certified installation technician.
5. Repairs by non certified ROQ or Ryonet technicians that are not authorized by Ryonet Service will void all or part this Warranty should ROQ subsequently identify damage caused by improper repair procedures and/or by non-ROQ-certified parts.
6. Replacement of electrical or electronic parts provided by ROQ under terms of this Warranty must be installed by an ROQ or Ryonet technician – or a technician currently certified and authorized by ROQ or Ryonet Service – to be covered for the remainder of this Warranty.
7. Third-party or "aftermarket" parts or products installed in – or attached to – ROQ equipment without ROQ or Ryonet

Service authorization and/or by uncertified technicians will void all or part of this Warranty should ROQ subsequently identify damage caused by those parts or products or by their incorrect installation.

8. Parts that fail due to normal wear-and-tear – and expendable parts such as backup batteries, motor brushes, filters, fuses, bulbs and glass – are excluded. Conveyor transport belts are not covered under Warranty for normal wear-and-tear or owner misuse. Transport belts on ROQ textile belt printers are not covered under Warranty for damage caused by flash curing. If an inspection by ROQ determines that belt failure was due to a manufacturing defect, ROQ or Ryonet Service may choose to repair or replace the belt on a pro-rata basis.
9. Parts that fail due to misuse or from the owner's failure to provide required maintenance are excluded from this Warranty.
10. The Customer must provide an approved clean, moisture-free air supply for all pneumatically-operated equipment. Failure to do so may result in the premature failure of pneumatic equipment or components, including air seals, cylinders and valves. Any component failure determined by ROQ or Ryonet Service to be caused by Customer's failure to provide a moisture-free air supply will not be covered by this Warranty.
11. If the equipment requires moving, the Warranty is not applicable unless performed by a certified ROQ or Ryonet Service Technician.
12. All warranty work performed on equipment shall be during normal working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise approved by the Ryonet Field Engineering department.

PARTS, LABOR, AND TECHNICIAN EXPENSES RELATED TO TRAVEL IS INCLUDED IN THIS WARRANTY

Returns

1. Prior to returning any item, the Customer must secure written authorization or a Return Authorization (RA) number from the Ryonet Service Department.
2. Special order items, specialized equipment, are not returnable.

Reasonable Effort

1. The Customer must provide or have access to: Wifi within the area of the press installation, Mobile device capable of real time video streaming. (ipad, iphone, capable smart phone, laptop, or similar device)
2. An account or device capable of real time video streaming. (Facetime, Goto Meeting, Skype, or similar software.)
3. The customer will provide basic remote support as needed. Remote support could include directions such as: reading of error codes, use of a basic screw driver or wrench, photos and videos, and any other direction deemed minor by the Ryonet Service department.
4. At no time will The Customer be asked to perform or work on any item that the customer deems unsafe.
5. Ryonet will make every reasonable effort to provide onsite service should remote service not suffice.
6. Force Majeure notwithstanding, Ryonet will make every reasonable effort to be on site to fix a problem, that is unable to be rectified remotely, with 48 hours of the service manager deeming the problem unfixable remotely.

Authorized returns must be sent to the address designated on your Return Authorization (RA)

Limitation of Remedies and Liability: The remedies provided herein are the Buyer's sole and exclusive remedies. Under no circumstances shall ROQ or Ryonet be liable for direct, indirect, special, incidental, or consequential damages (including, but not

Ryonet Service: Toll Free 24/7 Support: 888-475-2985 Email: kvkampen@ryonet.com Instagram: @sroquotech

limited to, loss of profits), whether based on contract, tort or any other legal theory. This Warranty is exclusive, and supersedes any other Warranty, whether written or oral, expressed or implied from the information herein. In the event of dispute, the English version of the limited Warranty will prevail.

DURATION OF WARRANTY COVERAGE

Subject to the terms, conditions and exclusions set forth in this document, ROQ equipment is warranted for the periods of time set forth below:

ROQ TEXTILE EQUIPMENT SOLD BY RYOENT CORPORATION: Equipment is warranted for 36 months (3) years, from the date of installation and commissioning.

ADDITIONAL CONSIDERATIONS: The following parts will have an extended warranty as outlined below.

- ROQ parts and equipment where welds and or rivets are used in the construction of the product will have an additional warranty period of 20 years. These parts include the frame and base of the machine, the print arms and platen arms. This extended warranty does not cover any electrical connected to those pieces and is intended to warranty specifically the physical welds and rivets.
- ROQ platens where the width is between 2"-24" and the length between 8"-30" will have a life time warranty on any defects and or denting caused by normal use. Facility moves and transfer of ownership voids this lifetime warranty without prior written approval.
 - Ryonet reserves the right to physically inspect and test any platen deemed defected on the customer's equipment to demonstrate and drop in performance.