

# Handheld Thermal Imaging Camera **Warranty**



## 1. Express Warranty

MSA warrants that this product and its accessories are free from mechanical defects or faulty workmanship as prescribed in the chart below, provided that they have been installed, used and maintained in accordance with instructions and/or recommendations contained in the instructions delivered with equipment. MSA shall be released from all obligations under this warranty in the event that repairs or modifications are made by persons other than its own or authorized service personnel. No agent, employee or representative of MSA has any authority to bind MSA

to any affirmation, representation or warranty concerning the goods sold, and unless an affirmation, representation or warranty made by an agent, employee or representative is specifically included within the written agreement for the goods sold, it shall not be enforceable by the original end-user. MSA makes no warranty concerning components or accessories not manufactured by MSA, but will pass on to the original end-user all warranties of manufacturers of such components.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AND IS STRICTLY LIMITED TO THE TERMS HEREOF. MSA SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE.** Products covered by this Express Warranty include the Evolution 6000, Evolution 5200, Evolution 5200HD, Evolution 5600, Evolution 5800, and ThermalTrac Thermal Imaging Cameras (TICs). All warranty periods referenced below are from the date of sale to the original end-user unless otherwise noted.

COMPONENT	WARRANTY	MAINTENANCE
Thermal Imaging Camera (including camera core sold as part of the "TIKO" program (part numbers 10173119, 10173120, 10173151, 10173152)	5 years	MSA requires that TIC and accessories be installed, used and/or maintained as specified in the product instructions. All TICs and accessories sent in for warranty repair will be inspected for signs of excessive rough handling and operation significantly beyond specifications in the instructions. Warranty coverage is for material defects and/or faulty workmanship only. Repair and labor required for normal wear and tear are not covered under the warranty and are the responsibility of the original end-user.
Thermal Imaging Camera (including camera core)sold as part of the "TIKO" program (part numbers 10218428, 10218423, 10218424, 10218425, 10218426)	3 years	
Thermal Imaging Camera (including camera core)	2 years	
Truck/wall/desktop chargers, external receivers and transmission equipment	1 year	
Replacement parts / repairs (non-warranty)	90 days from date of repair	
Factory upgrades	90 days or remainder of existing warranty, whichever is longer	

## 2. Extended Service

MSA offers an Extended Service contract for TICs at the customer's request. Details are listed on the reverse of this page.

Contact MSA Customer Service (1-800-MSA-2222) for additional information and arrangements.

## 3. Loaner Cameras

MSA offers a loaner camera program for end-users when deemed to be necessary (extended repair time, critical equipment replacement, etc.). The loaner camera will not necessarily be the exact model that it replaces. Contact MSA Customer Service (1-800-MSA-2222) for additional information and arrangements.

## 4. Exclusive Remedy

It is expressly agreed that the Original end-user's sole and exclusive remedy for breach of the above warranty, for any tortious conduct of MSA or for any other cause of action, shall be repair and/or replacement, at MSA's option, of any equipment or parts thereof, that after examination by MSA are proven to be defective. Replacement equipment and/or parts will be provided at no cost to the Original end-user, F.O.B. Original end-user's named place of destination. Failure of MSA to successfully repair any nonconforming product shall not cause the remedy established hereby to fail of its essential purpose.

## 5. Exclusion of Consequential Damages

Original end-user specifically understands and agrees that under no circumstances will MSA be liable to Original end-user for economic, special, incidental, or consequential damages or losses of any kind whatsoever, including but not limited to, loss of anticipated profits and any other loss caused by reason of non-operation of goods. This exclusion is applicable to claims for breach of warranty, tortious conduct or any other cause of action against MSA.

**WHEN YOU GO IN, WE GO IN WITH YOU.**

# Product Registration and Extended Warranties for **MSA TICs**



## Product Registration for MSA TICs

Thank you for purchasing an MSA handheld thermal imaging camera. Registering your products with MSA will improve processing of any warranty claims and enable you to receive

information regarding product updates and new products. Please register your TIC online or purchase an extended warranty at [www.MSAafety.com/register](http://www.MSAafety.com/register).

## Extended Warranties for MSA TICs

Extended warranties must be processed for EACH handheld thermal imaging camera. Apply for your MSA TIC Extended Warranty coverage online at [www.MSAafety.com/register](http://www.MSAafety.com/register) or call 1-800-MSA-2222 for assistance.

1. Extended warranty requests MUST be exercised within the first 6 months from date of manufacture. The last 3 characters (MYY, or "month-year-year") of the TIC's serial number (located in the TIC's battery compartment) dictate this time-frame (XX-XXXX-MYY).

2. Extended warranty coverage is available for up to 36 months after the Standard Warranty has expired. Select Extended Warranty coverage for 1, 2 or 3 years.

3. Extended Warranty rates are

1 year = \$1,000.00,  
2 years = \$2,250.00 and  
3 years = \$3,750.00.

4. Extended Warranty and Standard Warranty both begin from date of purchase by the end-user.

5. This Extended Warranty program applies only to MSA Handheld Thermal Imaging Cameras. Consumable batteries, battery chargers and accessories are not covered.

## Our Mission

MSA's mission is to see to it that men and women may work in safety and that they, their families and their communities may live in health throughout the world.

Note: This Bulletin contains only a general description of the products shown. While product uses and performance capabilities are generally described, the products shall not, under any circumstances, be used by untrained or unqualified individuals. The products shall not be used until the product instructions/user manual, which contains detailed information concerning the proper use and care of the products, including any warnings or cautions, have been thoroughly read and understood. Specifications are subject to change without prior notice.

MSA operates in over 40 countries worldwide. To find an MSA office near you, please visit [MSAafety.com/offices](http://MSAafety.com/offices).