



Diversey MoonBeam™3 12-Month Factory Limited and Extended Warranty Programs

WHAT WE WILL PROVIDE:

The Diversey MoonBeam3 device, excluding the bulbs, is warranted by Diversey, Inc. ("Diversey") against defects in materials and workmanship for twelve (12) months from the date of original installation or for the length of the term provided in any extended warranty. The MoonBeam3 bulbs are warranted by Diversey for 90 days from date of shipment. The warranty does not cover breakage of the bulbs. During that warranty period we will, at our option and free of charge, repair or replace a product that proves to be defective in either material or workmanship, provided you return the product following the shipping instructions below. Components used in repair may be new or reconditioned at Diversey's option. Limitations apply.

In the event of UV bulb breakage, the customer should refer to the manual to follow recommended disposal procedures.

LIMITATIONS:

This warranty does not apply if the product has been damaged by accident, misuse, abuse, incorrect installation, or unauthorized modifications.

No other express warranty is given. The repair or replacement of a product is your exclusive remedy.

EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED HEREIN, TO THE EXTENT PERMITTED BY LAW, DIVERSEY DISCLAIMS ALL WARRANTIES ON THE PRODUCTS FURNISHED HEREUNDER, INCLUDING ANY AND ALL IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS.

TO THE EXTENT PERMITTED BY LAW, DIVERSEY (INCLUDING ITS AFFILIATES AND SUBSIDIARIES) WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND OR NATURE WHATSOEVER (INCLUDING LOST PROFITS, LOST REVENUES, BUSINESS INTERRUPTION, LOSS OF GOOD WILL). THE LIMITATION SHALL APPLY REGARDLESS OF THE FORM OF ACTION, DAMAGE, CLAIM, LIABILITY, WHETHER IN CONTRACT, STATUTE, TORT, OR OTHERWISE.

Products are sold on the basis of the specifications applicable at the time of manufacture. Diversey shall have no obligation to modify or update products once sold.

NO AGENT, REPRESENTATIVE, DISTRIBUTOR, OR EMPLOYEE OF THE COMPANY HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OF THE WARRANTY.



POLICIES:

Turnaround time is the number of working days from the date of receipt in the Diversey service facility, not including return shipping time. Factory repair services average a 15 working day turnaround time.

The determination for either repair or replacement of a returned product or component rests entirely with Diversey.

Products returned without a Return Materials Authorization (RMA) number are subject to delays or return to sender. If repair requests are not covered under warranty, the customer will be notified before any repairs are made.

SERVICE WARRANTY:

In-warranty repairs are warranted for the balance of the remaining warranty period or a minimum of 90 days from the date of service, whichever is longer. Any out-of-warranty repairs are warranted against defects in materials and workmanship for a period of 90 days from the date of service.

EXTENDED WARRANTY:

In order to maintain uninterrupted warranty coverage, Diversey offers an extended warranty for the MoonBeam3 device. Under the extended warranty, defective major components are repaired or replaced, at Diversey's option, at no additional charge to customer. Diversey will repair the device and pay for standard ground return shipping to the customer. Customers are responsible for paying the shipping charges from the customer site to Diversey. Customers must obtain a RMA number and mark it clearly on the packaging prior to shipping the defective device to Diversey.

Coverage is available for up to four years following the original 12-month limited warranty. The extended warranty is priced on a yearly basis and can be purchased for any single or multiple units installed at a site locations. The extended Warranty must be purchased at the time of the initial purchase of the device. Pricing may be obtained from your sales representative or Diversey customer service.

Out-of-warranty repairs require that Diversey customer service receive a purchase order prior to scheduling of the actual repair service. Purchase order copies must be sent via email or facsimile to allow scheduling of the repair service. A verbal confirmation of the purchase order is acceptable to receive an RMA number. Diversey customer service must receive a hard or soft copy purchase order before repaired units will be returned to the customer.



Extended Warranty Ordering Process:

When placing your initial order for Diversey MoonBeam3, simply order the appropriate warranty option in addition to the product.

Warranties:

Part Number	Description of Warranty Period/Type
500022432	MoonBeam3, Year 2, Return to Factory Warranty
500022433	MoonBeam3, Year 2-3, Return to Factory Warranty
500022434	MoonBeam3, Year 2-4, Return to Factory Warranty
500022435	MoonBeam3, Year 2-5, Return to Factory Warranty

RETURN INSTRUCTIONS:

Should your product(s) require service, return it with the following information attached: owner's name, address, and telephone number, the model number, the complete serial number, and a clear description of the problem and service required.

A RMA number must be obtained from your sales/customer service representative. You must provide the serial number of the product and must have original packing material before an RMA number will be issued. If packing materials are needed, you are responsible for their purchase. Any damage incurred in transit is not covered by the 12-month limited warranty. Diversey suggests that you insure the shipment en route to the service center. In addition, failure to use proper packaging material and a RMA number for returns may result in products being rejected at the factory.

NOTICE: VERY IMPORTANT

Be certain to power the unit down correctly and follow the instructions provided by Technical Support for packaging the device for shipment.

Whether the unit is under warranty or not, it is your responsibility to pay shipping charges for delivery to Diversey.

After warranty repairs are completed, Diversey will return the unit with postage prepaid. Out-of-warranty repairs will be returned C.O.D., billed to a major credit card, or on previously established credit (covering shipping costs and the service charge).

CONTACTING DIVERSEY TECHNICAL SUPPORT:

Technical Support is available Monday through Friday from 8:00 a.m. - 6:00 p.m. Eastern Standard Time (U.S. holidays excluded).

Telephone: 800-558-2332
Email: webmaster@diversey.com