

Product Warranty Policy

This Product Warranty Policy is an annex to the OROS DIGITAL General Terms and Conditions of Sales (Art 8) and forms an integral part thereof. It sets out the detailed scope of warranty coverage, the repair and correction procedures, and the applicable product reference documents.

The legal warranty terms — warranty duration, exclusions, liability limitation, and WEEE obligations — are defined in Art 8 of the General Terms and Conditions of Sales and prevail in the event of any conflict with this document.

1. Hardware coverage

1.1 Operating conditions

Hardware and equipment are warranted to operate in accordance with the specifications in the relevant product datasheets (see Section 5). The warranty does not apply when hardware or equipment is operated in usage or environmental conditions outside those specifications. Damage caused by OROS DIGITAL hardware connected to other equipment is not covered.

1.2 Metrology

The accuracy of results provided by OROS DIGITAL instruments is warranted under the environmental conditions specified in the relevant product datasheets (see Section 5).

1.3 Batteries

Batteries are warranted for a maximum of six months from delivery, unless replaced earlier. Battery warranty is void if the recommendations in the installation guides are not followed. After six months of use, the guaranteed minimum autonomy is 30% of the value specified in the product datasheet.

1.4 Accessories

The following items are excluded from warranty coverage: carrying cases and straps, printed documentation, and dongles. These items may be replaced on request at prices set by OROS DIGITAL. Third-party products supplied by OROS DIGITAL are covered solely by the warranty of their respective manufacturer, as set out in Art 8.1 of the General Terms and Conditions of Sales.

2. Software coverage

2.1 Installation

OROS DIGITAL software is warranted for correct operation when installed on a PC that complies with the specifications in the relevant product datasheets (see Section 5).

2.2 Compatibility

Compatibility is warranted only between OROS DIGITAL products. All combinations with third-party software or hardware are outside the scope of this warranty. The following compatibilities are warranted as specified in the product datasheets:

- Data format compatibility between the two latest software versions.
- Compatibility between hardware items and the latest software version.

2.3 Functionality

Software functions are warranted as specified in the relevant product datasheets (see Section 5). Functions not listed in the datasheets are outside the scope of this warranty

2.4 Data

In the event of a malfunction, the warranty covers hardware repair and software correction as defined in Section 3 and Section 4 below. Corrupted, recorded and computed data are not covered by this warranty.

3. Hardware repairs

If a hardware or equipment item has an issue falling within the scope defined in Art 8.1 of the General Terms and Conditions of Sales and in Section 1 of this Policy, it is covered for repair or replacement as defined in Art 8.2 of the General Terms and Conditions of Sales. Repairs carried out under warranty are themselves warranted for three months

If OROS DIGITAL Customer Care or the local maintenance centre is unable to reproduce the reported issue, the hardware will be returned to the customer after verification without modification.

4. Software corrections

If a software issue falls within the scope defined in Art 8.1 of the General Terms and Conditions of Sales and in Section 2 of this Policy, OROS DIGITAL Customer Care will take the following steps in order:

Step 1 — Reproducibility: OROS DIGITAL Customer Care or the local maintenance centre attempts to reproduce the issue. The software will not be modified unless the issue is successfully reproduced.

Step 2 — Assessment: When the issue is reproduced, it is classified by OROS DIGITAL as follows:

Classification	Definition
Critical	Issue causing a metrological error or preventing a function from being performed at all.
Major	Critical issue with a possible interim workaround, or defective functionality preventing normal product use.
Minor	Defect not affecting metrology or normal product use.

Step 3 — Interim solution: Where possible, OROS DIGITAL Customer Care or the local maintenance centre proposes alternative operating methods to work around the issue and meet the customer's immediate need.

Step 4 — Correction: Critical and Major issues will be corrected. The type and timing of correction is determined by OROS DIGITAL:

- Critical: A corrective maintenance version is made available as soon as technically possible.
- Major: Correction is included in the next software release.
- Minor: No correction timeline is committed.

5. Reference documents

The product specifications referenced throughout this Policy are published at the following locations:

Hardware

[OROS Hardware — wiki.oros.com](https://wiki.oros.com)

Software

Product	Reference
Balancing	wiki.oros.com/Balancing
Modal	wiki.oros.com/Modal
Monitoring	wiki.oros.com/Monitoring_Solution
NVGate	wiki.oros.com/NVGate
ORBIGate	wiki.oros.com/ORBIGate
Sound Intensity	wiki.oros.com/Sound_Intensity_Manual
Sound Power	wiki.oros.com/Sound_Power
Sound Quality Lite	wiki.oros.com/Sound_Quality_Lite