

STANDARD WARRANTY TERMS

For Standard Commercial Sales, Software Licensing, Parts, and Services

June 28, 2026

These Standard Warranty Terms ("Warranty Terms") apply to the limited warranty provided by LINEV Systems US, Inc. ("LINEV," "Seller," "we," "us," or "our") for Products sold or licensed to the customer identified in the applicable Quote, order, or written transaction document ("Customer," "Buyer," or "you").

These Warranty Terms are incorporated into and form part of LINEV Standard Sales Terms and Conditions. They apply to standard commercial transactions unless LINEV and Customer have entered into a separate written agreement signed by authorized representatives of both parties, or LINEV has expressly accepted different warranty terms in writing for a specific transaction.

This Warranty is a limited product warranty only. It is not a service plan, preventive maintenance program, extended support program, travel-included coverage, guaranteed response-time commitment, uptime guarantee, performance guarantee, outcome guarantee, or all-inclusive maintenance plan.

1. DEFINITIONS

"Covered Warranty Defect" means a material defect in materials or workmanship, or a substantial nonconformity with LINEV's applicable written specifications, that arises during the Warranty Period under normal use, proper installation, and operation in accordance with Documentation.

"Documentation" means LINEV written technical documentation, manuals, operating instructions, maintenance instructions, safety instructions, software guides, specifications, and other written materials applicable to Products or Services.

"Equipment" means equipment, systems, instruments, devices, machines, assemblies, hardware, components, parts, accessories, and other physical products sold by LINEV.

"Products" means Equipment, spare parts, components, accessories, software, firmware, licenses, subscriptions, documentation, or other items supplied, sold, or licensed by LINEV as stated in the applicable Quote or written agreement.

"Quote" means LINEV written quotation, proposal, pricing offer, or commercial offer for Products or Services.

"PO Acknowledgment" means LINEV written confirmation accepting a Purchase Order, in whole or in part, or other written order acceptance issued by LINEV.

"Services" means installation, implementation, configuration, commissioning, calibration, repair, training, maintenance, technical support, relocation, inspection, assessment, consulting, preventive maintenance, or other services provided by LINEV if expressly included in the applicable Quote or written agreement.

"Software" means software, firmware, algorithms, applications, databases, updates, digital tools, or other code supplied or licensed by LINEV as part of, or for use with, Products.

"Standard Business Hours" means LINEV's normal business hours, Monday through Friday, excluding weekends, holidays, and after-hours periods, unless otherwise stated in the Quote or written agreement.

"Travel Expenses" means airfare, lodging, meals, mileage, rental vehicles, parking, tolls, per diem, freight, shipping, special security processing, waiting time, return visits caused by Customer's conditions, and other travel-related expenses.

"Warranty Period" means the applicable warranty period stated in Section 4 or in the Quote, PO Acknowledgment, warranty schedule, or separate written agreement accepted by LINEV.

2. SCOPE AND RELATIONSHIP TO SALES TERMS

These Warranty Terms apply to Products supplied by LINEV under standard commercial transactions unless replaced or modified by a separate written agreement signed by authorized representatives of both parties.

If a Quote, PO Acknowledgment, warranty schedule, separate written agreement, or other written transaction document expressly accepted by LINEV states different warranty coverage, that specific warranty coverage governs only for that transaction and only to the extent of the specific conflict.

These Warranty Terms are subject to LINEV Standard Sales Terms and Conditions, including provisions regarding payment, suspension for non-payment, software licensing, intellectual property, export controls, force majeure, limitation of liability, governing law, venue, and Customer obligations.

If these Warranty Terms conflict with the Standard Sales Terms and Conditions, these Warranty Terms govern only with respect to warranty scope and warranty remedies. The Standard Sales Terms and Conditions govern all other matters.

3. LIMITED PRODUCT WARRANTY

During the Warranty Period, LINEV warrants that Products supplied by LINEV will be free from Covered Warranty Defects under normal use, proper installation, and operation in accordance with Documentation.

For Software expressly included with or licensed for use with Products, LINEV warrants only that the Software will substantially conform to LINEV's applicable written Documentation during the Warranty Period, subject to the exclusions and limitations in these Warranty Terms.

This limited warranty applies only to Products supplied by LINEV and used in accordance with Documentation, LINEV's instructions, and applicable law.

This limited warranty does not guarantee uninterrupted operation, error-free performance, uptime, response time, repair time, compatibility with Customer's systems, achievement of Customer's requirements, or achievement of Customer's operational, safety, security, analytical, measurement, compliance, procurement, or business objectives.

4. WARRANTY PERIOD

Unless otherwise stated in the Quote, PO Acknowledgment, warranty schedule, separate written agreement, or other written transaction document accepted by LINEV, the standard Warranty Period is twelve (12) months from installation or fifteen (15) months from shipment, whichever occurs first.

If installation, commissioning, access, testing, acceptance, activation, or productive use is delayed due to Customer's action, inaction, Site conditions, lack of access, lack of permits, lack of readiness, third-party delays, or other Customer-caused delay, the Warranty Period begins no later than fifteen (15) months from shipment.

Replacement parts provided under warranty are warranted for the remainder of the original Warranty Period or ninety (90) days from shipment of the replacement part, whichever is longer. Replacement parts do not restart, renew, or extend the original Warranty Period for the Product.

The Warranty Period is not extended by downtime, repair time, Customer delay, waiting time, shipping time, parts lead time, software review time, or scheduling delay.

5. INCLUDED WARRANTY COVERAGE

Unless otherwise expressly stated in the Quote, PO Acknowledgment, warranty schedule, separate written agreement, or other written transaction document accepted by LINEV, the limited warranty includes only remote diagnostics and troubleshooting; review of available logs, error messages, images, screenshots, configuration information, or other technical information; Customer-assisted troubleshooting; replacement parts required to correct a confirmed Covered Warranty Defect; warranty labor required to correct a confirmed Covered Warranty Defect during Standard Business Hours, excluding Travel Expenses unless expressly included in writing; repair or replacement of defective parts or components, at LINEV's discretion; software update, patch, workaround, reconfiguration, replacement, or other commercially reasonable software remedy, at LINEV's discretion, if the issue is a confirmed covered Software nonconformity; and on-site warranty service only when LINEV determines that the issue cannot reasonably be resolved remotely, through Customer-assisted troubleshooting, by software remedy, or by shipment of replacement parts.

LINEV may use new, refurbished, reconditioned, remanufactured, or equivalent parts meeting LINEV's specifications for warranty repair or replacement.

No other coverage is included unless expressly stated in the Quote, PO Acknowledgment, warranty schedule, separate written agreement, or other written transaction document accepted by LINEV.

6. SERVICES WARRANTY AND EXTENDED WARRANTY

Services, if expressly purchased by Customer and performed by LINEV, will be performed in a professional and workmanlike manner. Customer must notify LINEV in writing of any alleged defective Service within thirty (30) days after the Service is performed.

LINEV's sole obligation for breach of the Services warranty is to re-perform the defective Service or refund the amount paid for the defective Service, at LINEV's option.

Extended warranty, if purchased, extends only the duration of the limited product warranty for Covered Warranty Defects during the extended period stated in the Quote, PO Acknowledgment, warranty schedule, or separate written agreement accepted by LINEV.

Extended warranty does not include preventive maintenance, annual inspections, regulatory inspections, safety surveys, calibrations, certifications, travel coverage, guaranteed response times, guaranteed repair times, after-hours service, weekend service, holiday service, emergency response, priority dispatch, spare parts programs, software upgrades, data migration, all-inclusive maintenance, relocation services, customer IT support, cybersecurity administration, network administration, third-party system support, or recurring maintenance visits unless expressly purchased or included in writing.

7. WARRANTY REMEDIES

If LINEV determines that a Product has a Covered Warranty Defect, LINEV shall, at its option, repair the defective Product; replace the defective part or component; provide remote support or remote correction; provide replacement parts; perform depot, return-to-factory, or off-site repair; provide a software update, patch, workaround, or reconfiguration; dispatch service personnel if LINEV determines that on-site service is reasonably necessary; or provide another commercially reasonable remedy.

These remedies are Customer's sole and exclusive remedies for breach of warranty.

Removed or replaced parts become the property of LINEV unless LINEV states otherwise in writing.

8. WARRANTY SERVICE PROCESS

Customer must promptly notify LINEV in writing of any alleged defect during the Warranty Period, and in no event later than thirty (30) days after Customer discovers or reasonably should have discovered the alleged defect.

Customer must provide the Product model and serial number; description of the issue; photographs, screenshots, logs, error messages, output examples, or technical examples, if available; Site contact information; description of recent events, usage, maintenance, power issues, relocation, network changes, software changes, third-party work, environmental conditions, or other relevant circumstances; reasonable access for remote diagnostics; and any other information reasonably requested by LINEV to evaluate the alleged defect.

LINEV may require remote troubleshooting, log review, output review, software review, remote testing, operator interviews, and Customer-assisted diagnostics before dispatching personnel, authorizing an RMA, shipping replacement parts, or providing another remedy.

Customer shall cooperate with LINEV's diagnostic and repair instructions. Failure to cooperate with troubleshooting, provide access, return replaced parts, provide requested information, or follow LINEV's instructions may void warranty coverage for the affected issue.

If LINEV determines that the reported issue is not a Covered Warranty Defect, that a returned Product, part, component, or Software issue is not defective, or that the issue is excluded from warranty coverage, LINEV may invoice Customer for diagnostic work, testing, labor, parts, shipping, travel, and other costs incurred at LINEV's then-current rates.

9. TRAVEL AND ON-SITE WARRANTY SERVICE

Unless expressly stated in the applicable Quote, PO Acknowledgment, warranty schedule, separate written agreement, or other written transaction document accepted by LINEV, the limited warranty does not include travel coverage.

Warranty labor for a confirmed Covered Warranty Defect means the working time of LINEV service personnel during Standard Business Hours to correct the covered defect. The inclusion of warranty labor does not mean that Travel Expenses are included.

Customer is responsible for Travel Expenses, including airfare, hotel, meals, mileage, rental vehicles, parking, tolls, per diem, freight, shipping, special security processing, waiting time, return visits caused by Customer's conditions, and other travel-related expenses unless travel coverage was expressly included in writing.

On-site warranty service will be provided only when LINEV determines that the Product cannot reasonably be restored to operational condition through remote support, replacement parts, Customer-assisted troubleshooting, software remedy, depot repair, return-to-factory repair, or other commercially reasonable means.

On-site warranty service is provided during Standard Business Hours unless otherwise agreed in writing. After-hours, weekend, holiday, emergency, expedited, premium, or guaranteed-response service is not included unless expressly purchased or included in writing.

Customer shall provide safe, timely, and unrestricted access to the Product and Site, including security clearance, escorts, facility access, network access, remote access, and any permits or approvals required for service. LINEV may postpone or refuse on-site service if the Site is unsafe, inaccessible, contaminated, not ready, subject to unreasonable restrictions, or otherwise unsuitable for service.

10. PARTS, SHIPPING, AND RMA RETURNS

Replacement parts required to correct confirmed Covered Warranty Defects are included during the Warranty Period. Warranty does not cover consumables, accessories, cosmetic items, routine maintenance items, customer-supplied items, or items subject to normal wear and tear unless expressly stated in writing.

Expedited shipping, priority shipping, courier delivery, special handling, freight, customs, brokerage, or other logistics costs for parts are not included unless expressly stated in the Quote, PO Acknowledgment, warranty schedule, separate written agreement, or Service and Maintenance Agreement.

LINEV does not guarantee immediate availability of replacement parts. Parts availability is subject to supplier availability, lead times, import/export restrictions, transportation conditions, and other circumstances outside LINEV's reasonable control.

No Product, part, component, or accessory may be returned to LINEV for warranty review, depot repair, inspection, credit, replacement, or any other purpose without LINEV's prior written Return Material Authorization ("RMA"). Issuance of an RMA does not confirm warranty coverage, acceptance of liability, or approval of credit, replacement, or repair at LINEV's expense.

Customer shall return Products, parts, or components only in accordance with LINEV's RMA instructions, packaging requirements, shipping instructions, and any required documentation. LINEV may refuse unauthorized, improperly packaged, unsafe, contaminated, or non-compliant returns.

If LINEV ships replacement parts or components, LINEV may require Customer to return the defective part or component under an RMA. Customer shall return defective parts within fourteen (14) days after receipt of replacement parts, or within any other period stated in the RMA instructions. If Customer fails to return the defective part within the required period, Customer shall pay the full replacement cost of the part at LINEV's then-current rates.

11. WARRANTY EXCLUSIONS

This Warranty does not cover defects, failures, nonconformities, or damage caused by or resulting from misuse, abuse, neglect, accident, vandalism, theft, fire, flood, lightning, power events, or other external causes; failure to follow Documentation, operating instructions, safety instructions, maintenance instructions, software instructions, or LINEV recommendations; improper or non-compliant Site conditions, including inadequate power, grounding, temperature, humidity, ventilation, cleanliness, environmental controls, or facility infrastructure; installation, relocation, modification, alteration, repair, adjustment, calibration, configuration, validation, or service by anyone

12. UNAUTHORIZED REPAIRS, THIRD-PARTY COMPONENTS, AND USED PRODUCTS

This Warranty is void for any Product that has been modified, altered, repaired, serviced, relocated, disassembled, adjusted, configured, validated, or calibrated by anyone other than LINEV or LINEV-authorized personnel.

This Warranty is void for any Product used with unauthorized parts, unauthorized software, unauthorized firmware, unauthorized accessories, unauthorized consumables, unauthorized integrations, or unauthorized third-party systems.

Components, software, hardware, accessories, materials, or services manufactured or supplied by third parties are covered only by the original manufacturer or supplier warranty, if any. LINEV may pass through third-party warranties to Customer to the extent permitted by the third-party manufacturer or supplier, but LINEV does not extend, enlarge, or independently guarantee any third-party warranty.

Products sold as used, refurbished, demo, reconditioned, as-is, previously operated, or previously installed carry no warranty unless a warranty is expressly stated in the Quote, PO Acknowledgment, warranty schedule, separate written agreement, or other written transaction document accepted by LINEV.

13. CUSTOMER RESPONSIBILITIES

Customer shall operate Products only through properly trained and authorized personnel; follow Documentation and LINEV's instructions; maintain proper Site conditions; obtain required permits, licenses, inspections, and registrations; maintain required safety and regulatory compliance applicable to the Product and Site; provide safe and timely access for warranty service; cooperate with remote diagnostics; back up Customer Data before service; promptly stop using Products if malfunction or unsafe condition occurs; notify LINEV promptly of alleged warranty issues; provide accurate information regarding the issue, Site, recent events, third-party work, network changes, software changes, power events, environmental conditions, and Product operation; and return replaced parts when requested by LINEV.

14. CUSTOMER DATA, TECHNICAL DATA, AND UNSAFE EQUIPMENT

Customer is responsible for backing up Customer Data before LINEV performs installation, implementation, maintenance, repair, update, upgrade, support, warranty work, or other Services. Data backup, data migration, data conversion, data validation, database work, and restoration of historical records are not included unless expressly stated in the Quote or another written agreement.

LINEV shall not be liable for loss, corruption, deletion, alteration, disclosure, or restoration of Customer Data unless caused by LINEV's willful misconduct.

To the extent made available to LINEV through support, service, diagnostics, maintenance, remote access, software updates, warranty review, or other authorized interaction with Products, LINEV may collect, receive, store, and use technical data related to operation, performance, status, errors, diagnostics, maintenance, configuration, service, and quality of Products for troubleshooting, support, maintenance, product improvement, predictive maintenance, quality control, warranty review, and software improvement.

LINEV is not required to perform warranty service on Equipment or at a Site that LINEV reasonably determines to be unsafe, contaminated, inaccessible, or not compliant with LINEV's service requirements. Customer is responsible for cleaning, decontaminating, securing, and preparing the Equipment and Site before service. Any delay, return visit, waiting time, special procedure, protective equipment, security processing, or additional cost caused by unsafe or contaminated conditions may be billed to Customer.

15. NO OUTCOME, APPLICATION, PERFORMANCE, OR MEDICAL WARRANTY

Products are tools, systems, instruments, devices, equipment, software, or components intended to support Customer's operations. They are not a guarantee of any particular operational, safety, security, analytical, measurement, inspection, classification, detection, compliance, procurement, business, or financial outcome unless expressly stated in LINEV's written specifications for the applicable Product.

No security screening equipment, software, artificial intelligence, automation, image processing, analytics, or decision-support tool can identify, detect, classify, measure, analyze, prevent, intercept, diagnose, or resolve every target, condition, defect, threat, substance, anomaly, event, error, or operational issue under all conditions.

Where Products include artificial intelligence, automation, algorithms, image processing, analytics, decision-support tools, or software-assisted functions, such technology is intended to support Customer's operations and decision-making, but does not guarantee a particular result or eliminate Customer's responsibility for review, validation, staffing, procedures, and final decisions.

Products are not intended for medical diagnosis, treatment, life-saving, life-support, therapeutic, emergency, or patient-care use unless expressly authorized in writing by LINEV and permitted by applicable law. LINEV does not warrant that Products will diagnose, prevent, treat, or detect any disease, illness, injury, or medical condition.

16. DISCLAIMER OF IMPLIED WARRANTIES

EXCEPT AS EXPRESSLY PROVIDED IN THESE WARRANTY TERMS, LINEV MAKES NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE.

LINEV DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE.

LINEV DOES NOT WARRANT THAT PRODUCTS WILL BE ERROR-FREE, UNINTERRUPTED, COMPATIBLE WITH CUSTOMER SYSTEMS, OR THAT PRODUCTS WILL MEET CUSTOMER REQUIREMENTS, EXPECTATIONS, OPERATIONAL NEEDS, SAFETY OBJECTIVES, SECURITY OBJECTIVES, ANALYTICAL OBJECTIVES, MEASUREMENT OBJECTIVES, COMPLIANCE OBJECTIVES, OR BUSINESS OBJECTIVES.

17. LIMITATION OF WARRANTY LIABILITY

LINEV total liability under this Warranty shall be limited to repair, replacement, re-performance, software remedy, or the cost of the defective part, Product, Software, or Service giving rise to the claim, as determined by LINEV.

LINEV shall not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, including loss of profit, loss of revenue, loss of use, business interruption, downtime, loss of data, loss of goodwill, operational incidents, security incidents, compliance consequences, or failure to achieve Customer's objectives.

The remedies stated in these Warranty Terms are Customer's sole and exclusive remedies for any warranty claim. Nothing in this section expands the limitation of liability stated in LINEV Standard Sales Terms and Conditions.

18. RELATIONSHIP TO SERVICE AND MAINTENANCE AGREEMENTS

This Warranty covers Covered Warranty Defects during the Warranty Period. It does not provide ongoing operational support coverage except as expressly stated in these Warranty Terms.

This Warranty does not include preventive maintenance, extended coverage, all-inclusive maintenance, guaranteed response times, guaranteed repair times, uptime commitments, travel coverage, after-hours service, recurring maintenance visits, annual inspections, regulatory inspections, safety surveys, calibrations, certifications, relocation, customer IT support, third-party system support, cybersecurity administration, network administration, software upgrades, data migration, or spare parts programs unless expressly purchased or included in writing.

If Customer purchases a separate Service and Maintenance Agreement, that agreement governs the scope of maintenance, service levels, travel coverage, response times, exclusions, recurring support obligations, and post-warranty support. For clarity: Warranty covers manufacturer defect protection. A Service and Maintenance Agreement covers ongoing operational support only to the extent expressly purchased by Customer.

19. GOVERNING LAW AND GENERAL PROVISIONS

These Warranty Terms shall be governed by the laws of the State of Texas, without regard to conflict-of-law rules.

These Warranty Terms constitute the complete standard warranty provided by LINEV for Products and Services unless different warranty coverage is expressly stated in the Quote, PO Acknowledgment, warranty schedule, separate written agreement, or other written transaction document accepted by LINEV.

No employee, representative, distributor, reseller, service technician, or agent is authorized to modify this Warranty unless the modification is in writing and signed by an authorized officer of LINEV or otherwise expressly accepted by LINEV in writing for the specific transaction.

If any provision of these Warranty Terms is found invalid or unenforceable, the provision shall be interpreted or modified to the minimum extent necessary to make it enforceable, and the remaining provisions shall remain in full force and effect.