



## Limited Warranty for Sawyer Robots and Accessories

The Rethink Robotics, Inc. (“Rethink Robotics”) robots (the “Robots”) and the grippers, end effectors, pedestals and other Robot hardware, excluding consumables, (the “Accessories”) as supplied and distributed by Rethink Robotics and/or its authorized reseller, and delivered new, in the original carton to the original end user customer, are warranted by Rethink Robotics against manufacturing defects in materials and workmanship for one year from the date of delivery to end user customer. Rethink Robotics will repair or replace the defective product, at its option and at no charge with new or reconditioned parts, if found to be defective during the limited warranty period specified above. To request warranty service, the end user customer must contact an authorized Rethink Robotics service provider for problem determination and service procedures. If the end user customer has not yet been assigned an authorized Rethink Robotics service provider, the end user customer may find the closest authorized Rethink Robotics service provider at [www.rethinkrobotics.com](http://www.rethinkrobotics.com) or may contact Rethink Robotics at (+1) 617-500-2487. Rethink Robotics does not warrant uninterrupted or error-free operation of the product. All replaced parts and products become the property of Rethink Robotics and must be returned to Rethink Robotics via the service provider. Replacement parts and products assume the remaining original warranty. Rethink Robotics may require the end user customer to upgrade to its latest version of software before providing any warranty service. This limited warranty will not apply to any Robots and Accessories shipped outside of the country in which they were delivered.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal use of the Robots and Accessories and shall not apply to any failure or improper operation of the Robots and Accessories not caused by Rethink Robotics, including, but not limited to: damage which occurs in shipment; applications and uses for which the applicable Robot or Accessory was not intended (harsh use, crushing, submersion or high-pressure water, and so forth); failures or problems that are caused by products or equipment not supplied by Rethink Robotics; accidents, misuse, abuse, neglect, misapplication, fire, lightning or other acts of nature; incorrect electrical line voltage, fluctuations or surges; damage caused by improper installation; product alteration or modification; improper or unauthorized repair; exterior finish or cosmetic damage; product with altered serial numbers; failure to follow operating instructions, end user customer adjustments, and/or maintenance and environmental instructions that are covered and described in the user manual; use of non-Rethink Robotics or unauthorized parts, supplies, accessories or equipment which damage the Robot or Accessory or results in service problems; failures or problems due to incompatibility with other equipment. With the exception of using the torso access panel for air system installation or using the customer access panel of the controller box, if applicable, opening the body or arm of a Robot or Accessory casing voids all warranties unless performed by a certified field service technician trained and certified by Rethink Robotics. With the exception of the air system in the torso access panel, if applicable, there are no user-serviceable parts inside the body or arm of any Robot or Accessory.

### Limited Consumable Item Warranty

Items such as the Rethink Robotics filters, vacuum cups, vacuum extenders, fingers, finger tips, and air hoses are considered consumables. The limited warranty for consumables begins on the date of delivery to the end user customer and extends for ninety (90) days.

Rethink Robotics will repair or replace these items, at its option and at no charge with new or reconditioned consumables, if the consumables are found to be defective during the limited warranty period specified above. To request service, the end user customer must contact its authorized Rethink Robotics service provider for problem determination and service procedures. Replacement consumable items assume the remaining original warranty, or ninety (90) days, whichever is shorter.





## **Disclaimer of all Other Warranties**

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE SET FORTH ABOVE. RETHINK ROBOTICS AND ITS RESELLERS HEREBY DISCLAIM ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT, OR ANY WARRANTIES WITH RESPECT TO COMPLIANCE OF ANY ROBOT, ACCESSORY OR CONSUMABLE WITH ANSI, ISO OR OTHER INDUSTRIAL ROBOT SAFETY STANDARDS. NO OTHER WARRANTY OR GUARANTEE GIVEN BY ANY OTHER PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON RETHINK ROBOTICS OR ITS RESSELLERS.

RETHINK ROBOTICS OR ITS RESELLERS SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER INDIRECT DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF RETHINK ROBOTICS OR ITS RESELLERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NO RECOVERY OF ANY KIND AGAINST RETHINK ROBOTICS OR ITS RESELLERS FOR BREACH OF ANY WARRANTY SHALL BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY RETHINK ROBOTICS AND/OR ITS RESELLERS AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE END USER CUSTOMER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO THE END USER CUSTOMER, ITS EMPLOYEES AND THE END USER CUSTOMER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE A PRODUCT SOLD BY RETHINK ROBOTICS AND/OR ITS RESELLERS AND NOT CAUSED DIRECTLY BY THE GROSS NEGLIGENCE OF RETHINK ROBOTICS OR ITS RESELLERS. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL END USER CUSTOMER PURCHASING THIS PRODUCT, IS NONTRANSFERABLE AND STATES PURCHASER'S EXCLUSIVE REMEDY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE END USER CUSTOMER. THIS WARRANTY GIVES THE END USER CUSTOMER SPECIFIC LEGAL RIGHTS AND THE END USER CUSTOMER MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

## **Problems within Warranty Period**

If you have a problem with your Robot, contact your authorized Rethink Robotics service provider for technical support. Be prepared to describe the problem as well as provide proof of purchase, proof of date of delivery to the original purchaser, and serial number of the Robot.

## **Problems Not Within Warranty Period**

If a product is no longer within the warranty period or if it is uncertain if the malfunction is covered under warranty, the authorized Rethink Robotics service provider will estimate the technical support or repair costs.

## **One or Two Year Limited Warranty Extension (if purchased)**

If you have elected to purchase a one or two year warranty extension, the standard limited warranty described herein for Robots is extended for either one or two additional years (depending on which you purchased). The warranty extension will begin upon the date of expiration of the standard limited warranty. This extended limited warranty specifically excludes consumables (filters, vacuum cups, vacuum extenders, fingers, finger tips and air hoses) and Accessories (grippers, end effectors, pedestals and other Robot hardware.)

