

TRIAX 5 Year Limited Warranty for TDmH and TDcH Headends.



## TRIAX TDmH & TDcH Headends 5 Year Limited Warranty

TRIAX UK Ltd hereby known as TRIAX in the statement below.

Statement of Limited Warranty:

This warranty is effective for TDmH and TDcH products invoiced by TRIAX from 13th May 2025.

The 5 year warranty period starts on the invoice date the product is supplied by TRIAX either directly to the installing customer or the official TRIAX distributor (both of whom will have credit terms with TRIAX). The warranty period ends 5 years from this date. The warranty applies to parts and repair labour only, unless the product is in TRIAX opinion beyond economic repair.

To enable technical support, we recommend you register your TDmH or TDcH Headend at time of installation by visiting [www.com.com/register-headend/](http://www.com.com/register-headend/)

By purchasing the product, the TRIAX product user accepts the terms and conditions specified.

TRIAX reserves the right to review and amend its warranty policies, periods and product eligibility without notice as TRIAX considers appropriate.

### 5 YEAR WARRANTY: REDEMPTION PROCESS

1. A copy of the TRIAX distributor / TRIAX direct customer sales invoice MUST be retained by the Claimant as proof of purchase and supplied in conjunction with any claim.
2. The 5 Year Warranty is not transferable to a third party and no alternative will be offered.
3. End users should report any issues / claims with their point of purchase (either the TRIAX installing customer or official TRIAX distributor – both of whom will have credit terms with TRIAX).
4. All claims should be made to TRIAX by either the TRIAX installing customer or official TRIAX distributor – both of whom will have credit terms with TRIAX.



#### EXTENT OF 5 YEAR LIMITED WARRANTY

1. During the 5 Year Warranty Period, TRIAX continues to warrant that the TRIAX product shall be free from defects in materials and workmanship.
2. In the event that TRIAX is unable to repair your product, TRIAX may at its discretion, exchange your existing product with a replacement product. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product. A product repair or replacement under this warranty does not extend or renew the warranty period. The 5 year warranty period starts on the invoice date the product is originally supplied by TRIAX and ends 60 months later.
3. When warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of TRIAX.
4. Remote technical support may also be provided for the product(s). TRIAX reserves the right to charge fees for any additional support or consultancy not related to a warranty issue.

#### CLAIM(S) FOR WARRANTY TECHNICAL SUPPORT

1. Contact TRIAX by email at [support@triax.com](mailto:support@triax.com)
2. Provide the product code and serial number.
3. Where possible, download and send TRIAX Technical Support Team a log file from the Headend for analysis and provide a clear description of the fault.
4. Carry out any further diagnostics if advised / requested.
5. Comply with any reasonable instructions from TRIAX to allow you to receive the warranty service.
6. Provide proof of purchase to an engineer to validate.

#### TRANSFER OF PRODUCT

If you transfer this product to another user, the warranty is not transferable. It is only available to the original TRIAX product user who has purchased and registered the product.

#### EXCLUSIONS

1. TRIAX makes no representation or guarantee that the TRIAX product(s) will operate uninterrupted or error free during the Warranty Period.
2. TRIAX is not responsible for paying return delivery costs. The cost of returning the product to the TRIAX service centre in Denmark or Dubai will be at the cost of the product owner, not TRIAX UK Ltd. Return address will be confirmed at time of warranty claim.
3. TRIAX shall not be liable for a breach of the warranty if: (a) the Buyer makes any further use of such Goods after giving such notice; or (b) the defect arises because the Buyer failed to follow the Company's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Goods or (if there are none) good trade practice; or (c) the Buyer alters or repairs such Goods without the written consent of TRIAX.
4. Services performed by TRIAX in rectifying damage or defect caused as a result of any excluded conditions shall be subject to additional charges for labour, transportation and parts. Warranty service or replacement is not available to you if the product you present is:
  - Defaced;
  - Altered;
  - Damaged beyond repair;
  - In need of a repair not included in warranty service or the repair or replacement of parts due to normal wear and tear; or
  - Does not match the product model and serial number details as registered for warranty service.

To the maximum extent permitted by law, warranty service does not include repair of failures caused by:

- Modification or attachments;
- Accidents or misuse (to include without limitation failure to following instructions in the user manual);
- Unsuitable physical or operating environment beyond the specified limits;
- Third party products e.g. consumables;
- Maintenance by anyone other than a suitably qualified engineer;
- Operation of a product beyond the limit of its duty cycle; or
- Products, components, parts, material, software, or interfaces not provided by TRIAX.



NEITHER TRIAX UK LTD NOR ITS THIRD PARTY SUPPLIERS OR RESELLERS MAKES ANY OTHER WARRANTY, GUARANTEE, OR CONDITION OF ANY KIND, WHETHER EXPRESS, IMPLIED, LEGAL OR STATUTORY, WITH RESPECT TO THE PRODUCT(S), AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, TRIAX UK LTD SPECIFICALLY DISCLAIMS ANY IMPLIED, LEGAL OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR, GENERAL OR NORMAL PURPOSE, SATISFACTORY QUALITY, DURABILITY AND WARRANTIES AGAINST LATENT DEFECTS.

#### Changes to Terms and Conditions

TRIAX reserves the right to review and amend its guarantee policies, periods and product eligibility without notice as TRIAX considers appropriate.

#### GENERAL TERMS

1. These terms and conditions are governed by English law and come under the exclusive jurisdiction of the English courts.
2. By claiming against the 5 year warranty you agree to be bound by these terms and conditions.
3. TRIAX shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claim(s) including, without limitation, to require further verification as to the identity, and other relevant details of an entrant or claimant and/or the verification as to their qualifying purchase.
4. TRIAX shall not be liable for any interruption to this warranty whether due to force majeure or other factors beyond TRIAX control including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, pandemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials.
5. TRIAX reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the terms and conditions of this warranty.
6. This warranty offer cannot be used in conjunction with any other similar TRIAX promotion(s).
7. By registering the product, TRIAX shall have the right to collect data from the product for technical support and statistics.
8. Subject to the other provisions of these conditions TRIAX shall not be liable for any direct, indirect or consequential loss (all three of which terms include, without limitation, pure economic loss, loss of profits, loss of business, depletion of goodwill and similar loss), costs, damages, charges or expenses caused directly or indirectly.
9. SOFTWARE AND VIOLATION OF PATENTS AND OTHER INCORPOREAL RIGHTS Any software being sold as part of the Goods, is subject to a limited warranty. TRIAX warrants to the Buyer that (i) the physical medium on which this software is distributed is free from defects in materials and workmanship under normal use, (ii) the software will perform according to its printed documentation, and (iii) to the best of TRIAX knowledge, the Buyers use of this software according to the printed documentation is not an infringement of any third party's intellectual property rights.
10. Notwithstanding the foregoing, TRIAX IS NOT LIABLE TO THE BUYER FOR ANY DAMAGES, INCLUDING COMPENSATORY, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, CONNECTED WITH OR RESULTING FROM THESE TERMS AND CONDITIONS.
11. This 5 Year Warranty and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with laws of English law, and the parties submit to the exclusive jurisdiction of the British courts.
12. In case of communications to TRIAX regarding the 5 Year Warranty, the claimant should notify TRIAX using the email address [sales@triaux.com](mailto:sales@triaux.com). Communications addressed to the TRIAX shall be marked for the attention of the CEO.

TRIAX is a global supplier of reliable, innovative products and solutions for the reception and distribution of video, audio and data signals. Our Products are used in homes, businesses and operator networks by broadcasters, satellite, cable and telecom operators. Our Solutions combine our hardware and software expertise to deliver value to hospitality and related markets, through a partner network of system integrators, large installers and operators.

TRIAX headquarters are based in Wales, UK, subsidiary office in Dubai, UAE and R&D in Denmark.  
The company operates through a dedicated partner network of global distributors.

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