

IRISS Warranty Statement

As a Level III Thermographer, I depend on the products I have designed to ensure safe and accurate inspections of my customers' critical electrical equipment. After years of use (and abuse), in a variety of industrial and building maintenance environments, I have designed the typical failure modes of traditional IR windows out of my "industrial-grade" products. I am, therefore, proud to offer the industry's most comprehensive protection: an Unconditional Lifetime Warranty, with just one definition for successful performance of the product – your satisfaction.

Martin Robinson
President
IRISS, inc.



Unconditional Lifetime Warranty:

IRISS will repair or replace any IR Window, or Component thereof, with the same or "next generation" model, if the product has ceased to perform to the customer's expectations for any reason.

Term of Warranty: Forever

Exemptions Under Warranty: None

Products Covered Under Warranty:

IRISS "Industrial-Grade" products

- VPFR series
- VPFR-Custom series
- VP12 series
- VPG series

Conditional Lifetime Warranty:

IRISS will repair or replace any product, or component thereof, with the same or "next generation" model, if the product has ceased to perform to specifications.

Term of Warranty: Forever

Exemptions Under Warranty:

- Products shall be eligible for replacement in so much they have been used within specifications, and for intended use.
- Crystal lenses shall not be eligible for replacement for breakage, due to the fragile nature of the material.
- Calcium Fluoride (CaF₂) shall not be eligible for replacement for reason of transmission loss. It is the natural characteristic of CaF₂ to degrade due to its inherent incompatibility with moisture, humidity and high frequency vibration, regardless of coatings or amendments which might be applied at time of manufacture.
- Any products not manufactured by IRISS, but which might be resold by IRISS, inc. or its Agents; or which might be packaged with other products, by IRISS or its agents, as a part of a set or kit. Such products shall carry the warranty offered by the manufacturer of that product.

Products Covered Under Warranty:

- VPFC series
- IR-ID Emissivity Stickers
- Thermographer's Tool Kit
- Installation Tool Kit