

# ProRead™/E-Coder® Encoder Warranty Statement



## Products Covered

This warranty shall apply to both the ProRead Absolute Encoder and E-Coder Solid State Absolute Encoder Registers, hereinafter referred to as "Product", sold by Neptune Technology Group Inc. The warranty is extended only to utilities, municipalities, other commercial users, and authorized distributors, hereinafter referred to as "Customer", and does NOT apply to consumers.

## Materials and workmanship

Neptune Technology Group Inc. ("Neptune") warrants that the product shall be free from defects in manufacture and design for a period of ten (10) years from the date of shipment (such period being the "Warranty Period") when installed, serviced and operated according to Neptune's instructions. Neptune shall not be responsible for any defects in the product (whether due to design, materials, manufacture, or otherwise) which manifest themselves after the expiration of the Warranty Period. Neptune will repair or replace a non-performing product free of charge for ten (10) years.

## Warranties are inapplicable under certain conditions

This warranty does not include field replacement labor or materials costs, which are the responsibility of the Customer. This warranty does not apply if product is placed in non-recommended installations; may have been repaired with parts not recommended by Neptune; is converted, altered or connected by other than Neptune recommended procedures; is used with other than genuine Neptune components or read by equipment not approved or licensed by Neptune; or damaged due to improper care or maintenance, or improper periodic testing (please refer to Encoder quick install guide). This warranty does not apply to any Product that has been damaged by, or subjected to, conditions which, in the opinion of Neptune, have affected the Product's ability of performance, including but not limited to; misuse; improper handling; application or installation; excessive operating conditions; tampering or unauthorized repairs and modifications; accidental or intentional damage; or acts of God. In no event shall Neptune be liable for special, incidental, indirect or consequential damages, including, without limitation, lost revenue.

THE ABOVE WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY NEPTUNE WITH RESPECT TO THE PRODUCT. ALL OTHER WARRANTIES, CONDITIONS, TERMS, REPRESENTATIONS, OR OTHER LEGALLY OPERATIVE PROVISIONS CONCERNING THE PRODUCT ARE HEREBY EXPRESSLY EXCLUDED. THIS INCLUDES, WITHOUT LIMITATION, ANY WARRANTY, CONDITION, TERM, AND REPRESENTATION OR OTHER LEGALLY OPERATIVE PROVISION AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS PARAGRAPH IS EXPRESSLY INTENDED TO EXCLUDE FROM THIS CONTRACT ALL STATUTORY AND COMMON LAW WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW. TO AVOID ANY AMBIGUITY OR MISUNDERSTANDING, ALL PROBLEMS ARISING WITH THE PRODUCT AFTER THIS POINT ARE CUSTOMER'S RESPONSIBILITY. NEPTUNE'S LIABILITY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE. NEPTUNE SHALL NOT BE SUBJECT TO AND DISCLAIMS THE FOLLOWING: (1) ANY OTHER OBLIGATIONS OR LIABILITIES ARISING OUT OF BREACH OF CONTRACT OR OF WARRANTY; (2) ANY OBLIGATIONS WHATSOEVER ARISING FROM TORT CLAIMS (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ARISING UNDER OTHER THEORIES OF LAW WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED BY NEPTUNE, OR ANY UNDERTAKINGS, ACTS, OR OMISSIONS RELATING THERETO; AND (3) ALL CONSEQUENTIAL, INCIDENTAL, SPECIAL, MULTIPLE, EXEMPLARY, AND PUNITIVE DAMAGES WHATSOEVER.



# Encoder Compatibility Guarantee



## Automatic Reading and Billing (ARB®) System (ARB V, ProRead™, and E-Coder®)

With the purchase of the ARB encoder metering system, Neptune will provide the assurance that the ARB System purchased today can be expanded from reading with Neptune handheld devices to reading with Neptune mobile products and fixed network systems.

### GUARANTEE OF COMPATIBILITY

The Pocket ProReader RF, Advantage Probe, R900®, E-Coder)R900i™, DAP handhelds (PC9300, 9800 & CE5320X) and Neptune mobile systems are designed and built by Neptune. This guarantees the utility compatibility between these systems and the ARB encoder registers.

For Probed Reads: When reading ARB encoders with the Pocket ProReader RF, Advantage Probe, or DAP handhelds (PC9300, 9800 and CE5320X), Neptune will guarantee that the meter reading obtained will match the mechanical odometer reading, or Neptune will pay the difference at the rate currently in force.

For RF Reads: When reading ARB encoders connected to an R900 where the R900 reads a ProRead or ARB V encoder hourly, or in the case of E-Coder where the R900 reads the E-Coder every 15 minutes, Neptune will guarantee the encoder reading and the remote reading will match upon manual activation of the R900 with a magnet to force an immediate read and transmission. In the event of the E-Coder)R900i/ where the R900 transmission is updated every 15 minutes, Neptune will guarantee the encoder reading and remote reading to match upon this update. If the electronic reading on the handheld device is less than the odometer reading, Neptune will pay the difference at the rate currently in force.

### Damage Guarantee

The Pocket ProReader RF, Advantage Probe, R900, E-Coder)R900i, DAP handhelds (PC9300 & 9800, CE5320X) and Neptune mobile systems are warranted against causing damage to any ARB encoder register during interrogation. If it is found that the Pocket ProReader RF, Advantage Probe, R900, DAP handhelds (PC9300 & 9800, CE5320X) or Neptune mobile systems caused damage to an ARB encoder register during interrogation, Neptune will either repair or replace the register at no charge to the utility.

If there are any questions concerning this Meter & Reading Information Systems Guarantee, please write to: Manager of Consumer Relations, Neptune Technology Group Inc., 1600 Alabama Hwy. 229, Tallassee, Alabama 36078.

IF A NEPTUNE WATER METER FAILS AN ACCURACY TEST DURING AN APPLICABLE WARRANTY PERIOD, IT MAY BE RETURNED TO NEPTUNE FOR REPAIR OR REPLACEMENT AT NEPTUNE'S OPTION. AN ACCURACY TEST SHALL BE CONDUCTED BY THE CUSTOMER ACCORDING TO AWWA STANDARDS. IF FOREIGN MATERIAL CAUSES THE METER NOT TO PERFORM APPROPRIATELY, ALL SUCH MATERIAL SHALL BE REMOVED PRIOR TO THE CUSTOMER CONDUCTING THE TEST. ANY METER BEING RETURNED FOR REPAIR TO NEPTUNE UNDER THIS PERFORMANCE GUARANTEE MUST BE RETURNED WITH A COPY OF THE CUSTOMER'S TEST RESULTS. IF THE METER IS RETURNED TO NEPTUNE WITHOUT A COPY OF THE TEST RESULTS OR IF NEPTUNE'S FACTORY TEST SHOWS THE METER TO MEET CURRENT AWWA STANDARDS THE CUSTOMER WILL BE CHARGED A NOMINAL TESTING FEE BY NEPTUNE IN SUCH CASES. NEPTUNE WILL REPAIR OR REPLACE THE METER AT NEPTUNE'S OPTION AFTER THE METER HAS BEEN TESTED BY NEPTUNE. METERS REPAIRED OR REPLACED UNDER THE PERFORMANCE GUARANTEE WILL BE GUARANTEED TO PERFORM TO AWWA REPAIRED METER ACCURACY STANDARDS. THIS GUARANTEE IS VOID IF COMPONENTS HAVE NOT BEEN MAINTAINED OR INSTALLED ACCORDING TO NEPTUNE INSTALLATION AND MAINTENANCE GUIDELINES, OR ARE OTHERWISE DAMAGED OR DEFECTIVE. THE ACCURACY GUARANTEE WILL NOT APPLY WHERE A PROPERLY FORMATTED ELECTRONIC METER READING CANNOT BE OBTAINED. ON SIX DIGIT ENCODERS, THE LAST DIGIT WILL BE DISPLAYED ONLY AS A 0 OR 5 WHEN READ REMOTELY. AS PART OF THE ENCODER TECHNOLOGY, THE ELECTRONIC READING FROM THE R900 IS GUARANTEED TO MATCH THE READING ON THE ENCODER REGISTER UPON MANUAL ACTIVATION OF THE R900 WITH A MAGNET TO FORCE AN IMMEDIATE READ AND TRANSITION (ONE PER HOUR). SYSTEM DAMAGE AS A RESULT OF VANDALISM OR ACTS OF GOD ARE NOT COVERED. ADDITIONAL WARRANTIES MAY ALSO APPLY TO INDIVIDUAL SYSTEM COMPONENTS. NEPTUNE'S LIABILITY WITH RESPECT TO BREACHES OF THE FOREGOING WARRANTY SHALL BE LIMITED AS STATED HEREIN. NEPTUNE'S LIABILITY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE. NEPTUNE SHALL NOT BE SUBJECT TO AND DISCLAIMS THE FOLLOWING: (1) ANY OTHER OBLIGATIONS OR LIABILITIES ARISING OUT OF BREACH OF CONTRACT OR OF WARRANTY; (2) ANY OBLIGATIONS WHATSOEVER ARISING FROM TORT CLAIMS (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ARISING UNDER OTHER THEORIES OF LAW WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED BY NEPTUNE, OR ANY UNDERTAKINGS, ACTS, OR OMISSIONS RELATING THERETO; AND (3) ALL CONSEQUENTIAL, INCIDENTAL, SPECIAL, MULTIPLE, EXEMPLARY, AND PUNITIVE DAMAGES WHATSOEVER.

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