



SATELLITE SENSE WARRANTY

Satellite Industries, Inc. warrants the Sense device hardware per the **WARRANTIES AND REMEDIES** section of the **SATELLITE SENSE MASTER HARDWARE PURCHASE AND DATA SUBSCRIPTION AGREEMENT**, provided to customers upon purchase of the Sense product, and available for review on our website. This document is a non-binding, general overview of that warranty section.

WHAT IS COVERED. This warranty applies exclusively to the plastic housing and electronics contained therein of the Satellite Sense product installed and used commercially in the intended manner within a plastic portable toilet. Satellite warrants the device to collect and attempt transmission of the intended data to the Service Core app during the warranty period, at the prescribed transmission rate under normal operating and network conditions.

WHO IS COVERED. This warranty extends only to the original purchaser of the Sense device from Satellite. Proof of purchase will be required.

PERIOD OF COVERAGE. Warranty period is for one year from date of receipt of the device by the customer, regardless of when the device is installed or activated.

WHAT SATELLITE WILL DO. The only remedy under this warranty is the repair or replacement of the device at Satellite's discretion.

HOW TO OBTAIN COVERAGE. For consideration of a warranty claim the Customer must request and receive a return authorization from Satellite, then ship the device to Satellite for review. Satellite requires receipt of the non-functioning device in order to approve or deny a replacement. The Customer is responsible for shipping costs for the return to Satellite. Satellite is responsible for shipping costs back to Customer of a replacement device approved under this warranty. Any device returned to Satellite must be clean inside and out. Lack of return authorization or receipt of a dirty device are cause for the warranty replacement to be denied. Any replacement device shipped to the Customer under this warranty assumes the balance of the original warranty period.

WHAT IS NOT COVERED. This warranty does not cover loss of functionality due to: network outages, cell interference, placement of device outside of a contributing cell network, low or dead battery, outage of the ServiceCore app, physical damage to any components, damaged housing or bracket, installation not in accordance with Satellite's instructions, improper maintenance, stolen device, tampering with device, alterations to the device, or other cause at Satellite's discretion. Battery life is affected by usage patterns, environmental conditions, and network activity and is therefore not warranted for any specific service life. Satellite does not warrant the availability, uptime, performance, or compatibility of third-party software, applications, cellular networks, cloud services, or other systems not under its direct control. No warranty is implied as to the accuracy of the transmitted data. Satellite's total liability under this warranty shall not exceed the original purchase price paid for the affected device. In no event shall Satellite Industries be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages, including but not limited to lost profits, lost revenue, loss of business opportunities, loss of use, or claims arising from service interruptions, inaccurate data, delayed data transmission, or lost data.