

Essence Limited Warranty

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Essence warrants the Essence-manufactured hardware, products, and accessories contained in the original packaging against defects in materials and workmanship when used normally in accordance with industry established guidelines and norms for a period (“**Warranty Period**”). The Warranty Period is the greater of (2) two years from the date of purchase, or (ii) the maximum period required under the local laws where the Essence Product is purchased. Essence’s published guidelines include but are not limited to information contained in technical specifications, user manuals, and service communications. Essence is not responsible for any damage or injury arising from failure to follow instructions relating to the proper use of any Essence Product. **Notwithstanding the foregoing, the Warranty Period for Essence HDACC and Evolve DACs is the greater of (I) one (1) year from the date of purchase,**

The most up-to-date version of this warranty statement may be found at www.essenceelectrostatic.com

Warranty Exclusions. This limited warranty does not apply to any non-Essence branded hardware products or any software, even if packaged or sold with Essence Products(s). Manufacturers, suppliers, or publishers other than Essence, may provide their own warranties to you, but Essence, in so far as permitted by law, provides the associated software included with their Essence Products on an "AS IS" basis. Software distributed by Essence, with or without the Essence trademark is not covered by this limited warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

This limited warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents, and broken acrylic stators; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, flooding, immersion or spillage of fluids, fire, earthquake, acts of God, or other external causes; (e) to damage caused by operating the Essence Product outside Essence’s published guidelines; (f) to damage caused by service (including upgrades and expansions)

performed by anyone who is not an authorized representative of Essence; (g) to Essence Product that has been modified to alter functionality or capability without the written permission of Essence; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Essence Product, (l) purchased from an unauthorized dealer or online vendor, or (j) if any serial number has been removed, altered or defaced from the Essence Product.

The duration of any implied warranties, including the implied warranty of merchantability, is limited to the duration of the express warranties herein. Essence hereby excludes incidental and consequential damages, including loss of time, inconvenience, or loss of use of the apparatus, for any breach of express or implied warranty applicable to this apparatus. Failure to follow the safety instructions and/or maintenance and repair recommendations contained in the User Manual voids all express and/or implied warranties applicable to this apparatus.

Proper care and maintenance can add years to the life of Essence hardware. Improper care and maintenance may void manufacturer warranties stated herein and cause permanent damage to the hardware.

Advanced technology, e.g., the use of modern materials and powerful electronics, requires specially adapted maintenance and repair methods. To avoid a danger of subsequent damage to the apparatus, injuries to persons and/or the creation of additional safety hazards, all maintenance or repair work on the apparatus should be performed only by an Essence authorized service station or an authorized Essence International Distributor. Essence is not responsible for any injury, harm or related damages arising from any failure of the customer, owner or user of the apparatus to facilitate those repairs.

Repair or Replacement. To obtain service from Essence, you must first get an RMA# by calling or emailing a request for service. This number must appear on the address label of the returned package or it will be refused. Essence will, at its option, replace or repair defective products when the defect occurs under normal installation and use; provided, that the defective Essence Product is returned to the original point of purchase, an Essence factory, one of Essence's authorized service stations or an authorized Essence International Distributor via pre-paid transportation with a copy of proof of purchase (e.g., a sales receipt). This limited warranty provides that the examination of the returned Essence Product must indicate, in Essence's judgment, a defect in materials or workmanship. When providing repair or replacement service, Essence will use reasonable efforts to reinstall the product's original software configuration and subsequent update releases, but will not provide any recovery or transfer of software or data contained on the serviced Essence Product unit not originally included in the Essence Product. If Essence is unable to repair or replace the product, it will refund the lesser of either the current value of the product at the time the warranty claim is made or the purchase price.

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For Essence warranty information in countries not listed above, contact your authorized Essence international distributor.

Other questions regarding this warranty can be answered by calling or e-mailing:

Phone: Within US and Canada: 1- 727-580-4393 or by contacting your authorized Essence distributor.

Email: service@essenceelectrostatic.com

Warning to Valued Consumers. This limited warranty on Essence Products shall be **VOID** if the Essence Product(s) have been purchased from an unauthorized dealer / online vendor, or if the original factory serial number has been removed, defaced, or replaced in any way.

Unauthorized dealers / online vendors and/or their suppliers frequently alter the original serial numbers in an effort to prevent manufacturers from tracing the supplier source. Essence sells its Products through authorized retail and online channels to ensure that consumers obtain quality after-the-sale support and service. Protect your limited warranty by purchasing Essence Products from an authorized Essence dealer or vendor. Check the unit and its packaging to determine whether the factory serial number may have been altered.

Buy Authorized. We recommend that you make your purchase of a new Essence Product (speaker, DAC, or amplifier) from an AUTHORIZED DEALER. Essence Authorized Dealers are under agreement with Essence to provide a clearly defined, high level of service, support (before and after the sale) and product availability. Essence stands by its authorized dealer network in support of their efforts to provide you, the customer with the best possible purchase and ownership experience. Should you choose to purchase your new Essence Product from a non-authorized dealer, Essence may not be able to assist you should there be issues regarding your purchase experience.