

## 1 List of Terms and Abbreviations

The terms “TankMatic” and “product” are used interchangeably to denote the item purchased from SuperMation Products. The term “client” denotes the owner of the product.

Acronym	Meaning
IOM	Installation and Operation Manual
IP	Intellectual Property
SPin	SuperMation Products identification number
SPL	SuperMation Products Limited

## 2 Terms of Sale

The following apply to this sale:

- Installation by SPL is for tanks at ground level only or heights that are safe to work by SPL personnel.
- Installation is possible only in dry conditions. SPL will not be held liable for delays in installation due to rainy weather. Installation cost is for a single visit and the client may be charged for additional visits.
- The product is to be used as specified in the IOM. SPL is not liable for damages or injuries caused by abuse or misuse of the product.
- SPL offers no performance guarantee with the Telegram app (R model) and MQTT data stream for remote access of the product.
- For products requiring Wi-Fi and internet access, the client needs to ensure at least -70dBm signal strength at the installation location (a simple test is to stream HD videos via the Wi-Fi network) without restriction or special sign in after connection. Also, the Wi-Fi network must allow access to the Telegram app.
- SPL cannot guarantee stability of performance if the products (L, M and R models) are powered from the same outlet as a water pump that cycles more than 10 times a minute. This behavior indicates faulty pump control, failing pressure bladder, passing valves or plumbing leaks.

### 2.1 Intellectual Property Rights

The product contains software and hardware designs which are the proprietary property of SPL. This sale does not transfer any title or ownership rights of the IP to the client or users of the product.

‘SuperMation “Automation at your Fingertips” and TankMatic™ are trademarks of SPL.

### 2.2 Ordering and Cancellation Policy

Payment in full is required. All transactions are via bank to bank transfers (account details are provided on the invoice).

Cancellation up to 7 days after payment is penalty free with the exception of \$15 dollar charge for online banking transfers. After the 7 days, any cancellation incurs a fee of 10% the invoice cost.

## 3 Warranty Agreement

### 3.1 General terms

- The warranty applies to the Trinidad and Tobago locations only.
- Wiring is NOT covered in the warranty.
- Sensors pads for R model kits.
- Installation by SPL: 1 free site visit for the purpose of replacing defective components. Additional site visits will incur an additional cost.
- Installation by SPL: Courier delivery cost will be charged to the client for replacement component(s). The client will be responsible for installation.
- Damages to the kits during transportation or handover are NOT the responsibility of SPL.

### 3.2 R model

3 months warrant from the date of installation by SPL:

- 1 replacement for each of the Hub, Node(s) or power supply.

1 month warranty from the date of kit delivery:

- 1 replacement for each of the Hub, Node(s) or power supply.

The 'Control from Anywhere' feature relies on the Telegram app and internet access at the client's premises and client/user mobile device location(s).

### 3.3 L and M models

1 month warranty from the date of installation by SPL:

- 1 replacement module or power supply.

2 weeks warranty from the date of kit delivery:

- 1 replacement module or power supply.

### 3.4 P models

2 weeks limited warranty from the date of purchase:

- 1 replacement unit for defects within the product enclosure. The power cable and USB plug are NOT covered under warranty.

### 3.5 Conditions to void the warranty

Any of the following will void the warranty:

- Damage, intentional or otherwise, to the product.
- Utility power quality that damages the product.
- Resale of the product.
- Change of ownership and/or relocating the product.