



GLOBAL STSS
STERN TUBE SEALING
SOLUTIONS

Standard GLOBAL STSS Limited Warranty

Overview

GLOBAL STSS's warranty obligations are limited to and at the discretion of GLOBAL STSS, the replacement value of the part or component under warranty will be determined by the prevailing market price or value of the part, product, or system at the time of its initial supply. This warranty explicitly excludes any other costs, labor, consequential damages, or losses that may arise from the use or failure of the product, part, or system and shall not be implied in any part of this warranty.

Scope

GLOBAL STSS warrants its FKM / VITON rubber seals to be free from defects in materials and workmanship under normal use and service for a period of **5 years** from the date the equipment products or parts were supplied and is strictly subject to the discretion of GLOBAL STSS and the conditions outlined within this document and listed below.

If a defect in materials or workmanship is found within the warranty period, GLOBAL STSS will, at its option, repair or replace the product free of charge. This warranty is limited to the original purchaser and is not transferable. The warranty requires all parts, products, and/or equipment to have been installed by GLOBAL STSS or a GLOBAL STSS trained and/or authorized service personnel. The parts, products, and/or equipment must have been operated and maintained in accordance with GLOBAL STSS instructions. Any warranty claim must be supported by documentation that demonstrates this for all related products for the entire duration of the warranty period.



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Exclusions

This warranty does not cover damage resulting from misuse, abuse, accidents, or improper installation, storage, maintenance, or operation. GLOBAL STSS shall not be liable for any indirect, special, incidental, or consequential damages arising from the use of its products. All factors that influence the system and its operation including but not limited to damage, leakage, or failure caused by:

- Any installation, modification, maintenance or change by a 3rd party that is not trained or approved by GLOBAL STSS for such purposes.
- Incorrect installation, operation, or maintenance of any kind.
- Intrusion of outside influences including ropes, fishing lines, nets, hooks etc. and other forms of debris or contamination.
- Maintenance, repair, or modification of any kind using parts or products that are not GLOBAL STSS OEM products or parts.
- Injudicious use, incorrect storage, or intentional damage however caused.
- Insufficient or inadequate corrosion prevention, general system and lubricant hygiene operation or cleaning / flushing procedures, incorrectly grounded equipment, or related errors.
- Normal Wear and Tear.
- Non-approved lubricants or system additives.
- Mixtures of lubricants, mineral oils, EAL's, chemicals or water and all related factors including hydrolysis.
- Ingress of debris, grit, dirt, metallic or abrasive material or other contamination.
- Changes or modifications made to all, or any part of the system, product or component made without prior written permission from GLOBAL STSS.



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- Over pressure created by all and any kind of liquid, lubricant, air, or gas.
- Excessive temperature deviation from ambient or caused through excessive friction, unnecessarily high-speed operation, welding, hot work of the parts, system, or equipment.

Replacement Process

1. Notify GLOBAL STSS: If you discover a defect in materials or workmanship within the warranty period, you must notify GLOBAL STSS in writing within 7 days of the discovery of the defect and provide proof of purchase. You can contact GLOBAL STSS customer service by phone or email to initiate the replacement process.
2. Diagnostic Review: A GLOBAL STSS representative may request additional information about the defect and may ask you to perform certain tests or provide photos or videos of the product to help diagnose the issue.
3. Return Authorization: If it is determined that the product needs to be replaced, a GLOBAL STSS representative will issue a Return Authorization (RA) number and provide instructions for returning the product.
4. Ship the Product: You must ship the defective product back to GLOBAL STSS in accordance with the instructions provided by the representative. It is important to ensure that the product is properly packaged and protected during shipment to avoid damage.
5. Replacement Product: Once GLOBAL STSS confirms the defect, they will replace the product free of charge with a new or refurbished product. The replacement product will be shipped to you with shipping and handling fees paid by GLOBAL STSS.
6. Documentation: You will receive documentation of the replacement transaction, including the RA number and shipment tracking information.



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This warranty is the exclusive warranty of GLOBAL STSS, and there are no other warranties, express or implied, including but not limited to, any implied warranties of merchantability or fitness for a particular purpose. GLOBAL STSS's warranty obligations are limited to and may be subject to the discretion of GLOBAL STSS, which reserves the right to determine whether to honor the warranty based on the conditions outlined in this document.

Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.