CUSTOMER SUPPORT & WARRANTY GUIDE

Clear support. Fair warranty cover. Practical help when you need it.

CONNECT. PROGRAM. MASTER.

Welcome

Thank you for choosing Rising Edge Automation. Every training system is professionally assembled, inspected and functionally tested before dispatch. If you need technical advice, warranty assistance, replacement parts or a repair, our aim is to provide a clear route to the right outcome.

Your 3-Year Warranty

Every Rising Edge Automation training system is covered by a three-year warranty against defects in materials and workmanship under normal educational, demonstration and workplace-training use. **The warranty period starts on the date the product is delivered.**

Guarantor: Rising Edge Automation Ltd, 48 Angerton Avenue, Newcastle upon Tyne, NE27 0TU, United Kingdom.
Territorial scope: United Kingdom, unless we expressly agree otherwise in writing.
Duration: Three years from delivery.

This warranty is provided in addition to statutory rights and does not affect any rights or remedies a consumer may have under UK consumer law.

What the Warranty Covers

- Manufacturing defects in the Rising Edge product
- Assembly or workmanship defects
- Internal wiring faults arising from our manufacture or assembly
- A component supplied as part of the original Rising Edge product that fails under normal covered use
- Faults arising under normal education, demonstration or workplace-training use

What the Warranty Does Not Cover

An exclusion applies only to the extent that the claimed fault or damage was caused or materially contributed to by the excluded event. An unrelated modification, for example, does not automatically cancel the entire warranty.

- Accidental damage, misuse, abuse or deliberate damage
- Damage or faults caused or materially contributed to by unauthorised modification, repair or alteration
- Damage or faults caused by an incorrect power supply, electrical connection or customer wiring change
- Liquid ingress, fire, flood, unsuitable storage or use outside stated environmental conditions
- Damage caused by transportation, relocation or inadequate packaging after delivery
- Normal wear and tear or cosmetic marks that do not affect operation
- Consumable items or accessories that are reasonably expected to wear through normal use

- Damage or faults caused by third-party equipment, software or accessories not supplied or approved for use by Rising Edge Automation

Delivery and Transit Damage

If a product arrives damaged, incomplete or appears to have been mishandled in transit, contact us as soon as reasonably practicable. Photographs of the packaging and product can help us investigate with the carrier.

Damage occurring before or during delivery by Rising Edge or our appointed carrier is not treated as customer-caused post-delivery transport damage. Consumer risk rights remain unaffected.

How to Make a Warranty Claim

Email **support@rising-edge.co.uk** and provide as much of the following as reasonably available:

- Organisation/customer name and contact details
- Order or invoice reference
- Product serial number
- Date of delivery, if known
- A clear description of the fault and when it first occurred
- Photographs, short video or error screenshots where useful

We may ask you to carry out simple, safe checks before a return is arranged. Please do not return equipment until we have provided return instructions.

What Happens After a Claim

- We acknowledge the claim and review the information provided.
- We may ask for additional information or basic troubleshooting.
- If physical inspection is required, we provide return instructions and a reference.
- If the fault is covered, we provide an appropriate repair, replacement or other remedy having regard to the nature of the fault, product availability and applicable statutory rights.
- If the fault is not covered, we explain why and, where practical, offer a quoted repair or replacement-part route before chargeable work begins.

Warranty Returns and Costs

Where a valid warranty claim requires a return, we will provide reasonable instructions for packaging and transport. Consumer rights concerning necessary repair/replacement costs are unaffected. For Business Customers, transport arrangements will be handled in accordance with the accepted order, these warranty terms and the circumstances of the claim.

Technical Support

Our support team can help with product setup, power-up checks, PLC/HMI communication, product hardware operation, warranty enquiries and general troubleshooting relating to the Rising Edge training system.

Support normally does not include

- Completing coursework or assessments on a learner's behalf
- Bespoke PLC/HMI application programming unless separately quoted

- Engineering or validation of live production/safety-critical systems
- Support for unrelated third-party equipment or software beyond reasonable interface guidance

Repairs and Spare Parts

Our aim is to support Rising Edge products throughout their practical service life. Out-of-warranty repairs, genuine replacement components and suitable engineering-approved alternatives will be offered where reasonably practicable, subject to component availability, obsolescence and technical feasibility.

We will provide a quotation or clear price information before chargeable repair work begins.

Customer Responsibilities

- Use the product for its intended training purpose and follow supplied operating/safety information
- Use the specified power arrangement and appropriate connections
- Keep the product in a suitable environment and take reasonable care of it
- Tell us about previous repairs or modifications when they are relevant to a fault
- Package authorised returns carefully in accordance with our instructions

Complaints

If you are unhappy with a product, service or support outcome, email **support@rising-edge.co.uk** and mark the message as a complaint. Include the order reference and serial number where available and explain the outcome you are seeking.

We will acknowledge the complaint, investigate it and provide a written outcome. Where the complainant is a consumer, our final response will also explain any alternative dispute resolution or other resolution arrangement that is available and that Rising Edge is required to participate in at that time.

Contact Us

Support & Warranty: support@rising-edge.co.uk
Telephone: 07454 769123
Website: https://rising-edge.co.uk/support
Registered office: 48 Angerton Avenue, Newcastle upon Tyne, NE27 0TU, United Kingdom

This guide should be read alongside the current Rising Edge Automation Terms & Conditions of Sale at https://rising-edge.co.uk/terms.