



HamiltonJet 3 + 3 year warranty program

HamiltonJet waterjets, control systems and supporting components are covered by the HamiltonJet International Limited Warranty ("Warranty"). This warranty is offered and covered by

CWF Hamilton Ltd (New Zealand).

HamiltonJet includes a 48-month ex works, and 36-month from commissioning warranty (whichever occurs first), as standard on all HamiltonJet manufactured waterjets, controls systems and installation hardware.

The HamiltonJet standard warranty may be serviced at HamiltonJet's discretion, directly by HamiltonJet or through the support of their distribution and service network.

Product Registration

Once the new HamiltonJet waterjet or control system is installed, the product will need to be registered via the HamiltonJet website www.hamiltonjet.com/product-registration to confirm the details of the waterjets, owner/operator of the vessel and the region of operation. HamiltonJet will confirm to the registering party that the waterjet has been successfully registered.

HamiltonJet values your privacy, and your information will be kept with the highest level of confidence. HamiltonJet complies with EU law as laid out in the General Data Protection Regulation (GDPR) regarding access of EU member citizens to our website, including subscription to our content and requests for marketing material and other downloads.

Any information provided by visitors to the HamiltonJet website is only used for the specific reasons it was given. HamiltonJet will not share personal information with any third parties unless written permission is given by the website visitor concerned.

Coverage

HamiltonJet warrants all waterjets, controls, and parts of every new HamiltonJet Product to be free from defects in materials or workmanship, as hereinafter provided. HamiltonJet warrants waterjets and controls with 48 months from date of shipment or 36 months from the date of commissioning, of which occurs first.

The HamiltonJet warranty only covers products that are installed, commissioned, and operated as per the agreement throughout the sales process and validated by HamiltonJet.

3 + 3 Warranty

HamiltonJet will offer at the time of purchase (or commissioning) an extended warranty to the Owner / Operator (end user) if a service agreement is opted for. A service agreement can be elected between 4 and 6 years to secure the additional warranty period.

Service Agreement Period	Additional Warranty	Total Warranty Period
4 Year Agreement	1 Year	4 Years
5 Year Agreement	2 Years	5 Years
6 Year Agreement	3 Years	6 Years

HamiltonJet will allow up to 1 year between commissioning and electing to activate a service agreement and supporting extended warranty.

HamiltonJet will coordinate all the supporting documentation, service requirements, costs, and service schedules to the owner/operator prior to signing the service agreement. The service agreement will follow a fixed schedule in accordance with best practice, utilise OEM parts, and certified technical capability.

Should the services lapse due to inability to access the vessel, inability to meet invoice payment requirements, or the operator chooses to leave the agreement, HamiltonJet will cease the warranty extension and provide notification to the owner/operator in writing.

Further details on responsibilities under the service agreement will be included in the service agreement terms and conditions.

Warranty Conditions

HamiltonJet will, at its option, repair or replace any HamiltonJet Product covered by this warranty, which becomes defective, malfunctions, or otherwise fails to conform with this warranty under normal use and service during the term of this warranty, at no charge for parts or labour.

Warranty coverage will provide the owner/operator with full coverage throughout the warranty period. Should any component fail within the last 12 months of coverage, HamiltonJet will only cover the item up until the original warranty period concludes. Any spare parts purchased post the warranty period will receive a return to base 12-month warranty.

Defective products shall be returned to HamiltonJet or its authorised service representative for inspection with transportation charges prepaid by the purchaser.

The customer should request a copy of the sea trial information, commissioning information at the time of vessel acceptance. It is the seller's obligation as a condition of being a HamiltonJet partner to ensure that the product is qualified, installed and commissioned to meet the agreed specification of the yard and owner/operator.

A condition of this warranty is that a commissioning should be provided by an engineer appointed and certified by HamiltonJet. Should the design, build, jet specification or installation differ from HamiltonJet's performance estimates, or without HamiltonJet's awareness, the remedial work will not be covered under this warranty.

Warranty Exclusions

The HamiltonJet warranty is limited to product quality or performance concerns that have originated because of HamiltonJet workmanship or materials.

The Warranty does not cover any defects that are due to mishandling or operational behaviour outside of HamiltonJet's control, including:

- Foreign Object Damage
- Cavitation
- Corrosion
- Abnormal or careless operation
- Normal wear and tear
- Accident or Collision
- Failure to follow HamiltonJet manuals and service recommendations.
- Installing non-OEM parts or using unauthorised service personnel.
- Modifying specified configuration (engine / gearbox configuration, vessel modification or changes in operational profile)
- Natural Phenomenon, including extreme weather conditions, acts of terror, or war.
- Removal of any components without the documented permission of HamiltonJet or an authorised representative of HamiltonJet

The HamiltonJet 3 + 3-year warranty does not cover equipment that is supplied with or integrated into a HamiltonJet propulsion system but is not manufactured by HamiltonJet.

This includes, but is not limited to:

- Hybrid / power electronics
- Batteries
- Electric machines (e.g., motors or generators)
- Supporting charging infrastructure and solutions

These components are subject to the original equipment manufacturers (OEM) warranty terms, which are provided independently of HamiltonJet's waterjets and control systems. Customers are advised to refer directly to the warranty documentation supplied with these individual components for specific terms, conditions, and duration of coverage.

Warranty Claims

All warranty claims are to be submitted via telephone or in writing to HamiltonJet with 7 days of initial fault detection. The owner/operator can contact HamiltonJet or distributor directly by visiting our contact page, www.hamiltonjet.com/contact and request support directly. Otherwise, the owner/operator can submit a service / warranty request by visiting www.hamiltonjet.com/service and a HamiltonJet representative will be in contact within 48 hours.

Suitable proof of purchase / product registration will be required, in addition to documented causes of the faults (including symptoms, circumstances leading up to the fault, images and video).

HamiltonJet will provide prompt support initially by phone, followed up by a visit should the fault not be resolved.

All warranty repairs should take place during standard business hours, unless otherwise agreed by HamiltonJet. Safe working conditions for all warranty claims is mandatory – this includes suitable workshop facilities, dry docks, scaffolding and safe access to the jet room and stern of the vessel.

Limited Liability

To the maximum extent permitted by law, HamiltonJet's total liability in connection with the sale of Products shall not exceed the total purchase price paid by the Buyer. HamiltonJet shall not be liable for any indirect, incidental, or consequential damages arising out of or in connection with the sale or use of the Products.

This warranty is extended only to the original purchaser and is not transferable to or assignable to any other person or entity.

HamiltonJet reserves the right to change its product through changes in design or materials without obligation to incorporate such changes in any products previously manufactured. Warranty does not cover or provide payment or reimbursement for used or reconditioned parts. In the United States and Canada, some states and provinces do not allow limitations on duration of an implied warranty.