

Deeprey Limited Warranty

Deeprey Research Ltd · DPY-WAR-001 · Version 1.0

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1. Who gives this guarantee

This guarantee is given by **Deeprey Research Ltd**, registered in England and Wales under company number 15929253, registered office 124 City Road, London EC1V 2NX, United Kingdom ("Deeprey", "we", "us").

Write to us about anything in this document at **contact@deeprey.com**, with "Warranty" in the subject line. Please do not send hardware to the registered office — it is an address for statutory correspondence, not a service centre. Section 11 explains where returns go.

2. Your statutory rights come first

This guarantee is given free of charge and is **in addition to** your rights in law. It does not replace, reduce or affect them.

If you bought your system as a consumer in the United Kingdom, you have rights under the Consumer Rights Act 2015 against the retailer who sold it to you — including that the goods must be of satisfactory quality, fit for purpose and as described. If you bought as a consumer elsewhere in the European Economic Area, you have equivalent rights under your national law implementing the legal guarantee of conformity. Those rights are held against the seller, they last for the period your law provides, and nothing in this document takes them away.

Where any term of this guarantee is less favourable to you than your rights in law, your rights in law apply.

3. What this guarantee covers

We warrant that Deeprey-branded hardware supplied by us or by an authorised Deeprey dealer will be free from defects in materials and workmanship, and will perform substantially to its published specification, under normal use in the marine environment it was designed for.

Covered hardware means:

- Deeprey chartplotters (MFD 12, MFD 16, MFD 19, MFD 22 and their variants)
- The Deeprey Helm PC
- The DPA-1 autopilot control unit and the Deeprey-branded components supplied with it
- Deeprey-branded mounts, brackets, cables and interface hardware supplied with a covered unit

Refurbished units supplied by Deeprey carry the same cover, except that cosmetic marks disclosed at the time of sale are not defects.

Equipment made by other manufacturers is dealt with in section 9. Software, charts and online services are dealt with in section 10.

4. How long it lasts

4.1 Cover runs for **two years**, starting on the date your certified installer commissioned the system and recorded it against your vessel.

Where no commissioning record exists, the two years run from the date of purchase shown on your invoice. Where neither can be produced, they run from the date of manufacture encoded in the unit's serial number, plus three months to allow for distribution.

4.2 For a vessel in commercial, charter, hire, training or racing service, cover runs for **twelve months** on the same basis.

4.3 Repairing or replacing a unit does not restart the clock. A repaired or replaced unit is covered for the remainder of its original period, or for 90 days from the date we return it, whichever ends later.

4.4 You must tell us about a fault while the unit is still in its warranty period, and as soon as reasonably possible after you find it. Continuing to use a unit you know to be faulty is not covered for any further damage that use causes.

5. Where it applies

This guarantee applies **worldwide**, wherever there is an authorised Deeprey dealer, and is honoured through that dealer network. The current network is listed at deeprey.com/dealers.

Service is provided by returning the unit — see section 7. If your vessel is somewhere without an authorised dealer, the guarantee still stands: contact us and we will tell you where to send the unit. Carriage is handled as set out in section 7.4.

Some countries give consumers rights that differ from those described here. In those countries, this guarantee applies to the extent the local law allows, and your local statutory rights are unaffected.

6. Who it applies to

This guarantee is for the owner of the vessel the equipment was commissioned in.

If you sell the vessel with the equipment still installed in it, the remainder of the cover **passes to the new owner** for the rest of the original period. No new period starts. Email contact@deeprey.com with the vessel name, the unit serial numbers and the new owner's contact details so the record follows the boat.

The guarantee does not transfer when a unit is removed from the vessel it was commissioned in and sold separately.

7. What we will do

7.1 If a covered unit fails within its period, we will, at our option:

- repair it,
- replace it with a new or refurbished unit of equivalent function and condition, or
- refund the price paid for it,

and that is the full extent of what we are obliged to do under this guarantee.

7.2 Parts and workshop labour on a covered repair are free of charge.

7.3 A replaced unit or part becomes our property. A replacement unit becomes yours.

7.4 This is a return-to-base guarantee. You are responsible for removing the unit from the vessel, packing it and sending it to the service address we give you, and for the cost and insurance of that journey. We pay the carriage to return the repaired or replacement unit to you.

7.5 We aim to complete workshop repairs within ten working days of the unit reaching us, excluding carriage in both directions.

7.6 If a unit sent in for a covered claim turns out not to be faulty, or turns out to have failed for a reason listed in section 8, we will tell you before doing any work and quote you for the repair. You may decline, and we will return the unit at your cost.

7.7 Back up anything you need before sending a unit in. Waypoints, routes, tracks, logs, settings and any other data on the unit may be lost during service, and we cannot recover or reinstate it.

8. What is not covered

This guarantee covers manufacturing defects. It does not cover:

Installation and use

- Installation that does not follow the mounting, wiring, earthing, fusing and clearance instructions in the Deeprey install guide
- Connection to the wrong supply voltage or polarity, damage from power spikes, surges, welding, engine starting, or an incorrectly fused or unfused supply
- Use of the unit for anything other than its intended purpose, or in an environment beyond the exposure its published rating allows
- Damage caused during installation, removal, transport, lifting or storage of the unit or the vessel

Damage rather than defect

- Accident, impact, dropping, misuse, abuse, neglect, vandalism or theft
- Fire, lightning strike, flooding, storm, submersion, freezing and other events outside our control
- Water ingress into an enclosure that has been opened, drilled, modified, incorrectly sealed, or fitted with a damaged gasket
- Water forced past a seal by a pressure washer or steam cleaner
- Damage from cleaning products, solvents, fuels or other chemicals not recommended in the manual
- Corrosion, staining or seizure resulting from an installation that exposes the unit beyond its rating, or from a lack of routine cleaning and care

Condition and wear

- Normal wear, and cosmetic changes that do not affect function — scratches, scuffs, dents, chalking, fading of printed markings
- Consumable and wear items, including fuses, batteries, sacrificial anodes, paddle wheels, impellers and sealing gaskets
- Screen pixel faults that fall within the display supplier's published tolerance for that panel
- Units on which the serial number has been removed, altered or made unreadable, or which have been painted or modified from their supplied specification

Work by others

- Any unit opened, repaired, altered or modified by anyone other than Deeprey or an authorised Deeprey service agent
- Faults caused by equipment, cabling, connectors or accessories not supplied or approved by Deeprey

Costs beyond the unit

- Onboard labour, travel, mileage, call-out charges and sea trials
- Removing the unit from the vessel and refitting it afterwards
- Haul-out, lift, crane, dry-docking, diver and berthing costs, including where they are needed to reach a transducer or a through-hull fitting
- Loss of use of the vessel, accommodation, recovery, towing, mooring or storage while a unit is being serviced
- Lost income, lost charter, lost catch, lost fishing or racing time
- Routine maintenance, checks, cleaning, re-calibration, re-configuration and software updates, unless they are needed as part of a covered repair

Claims we cannot verify

- Any claim without proof of the commissioning date, the purchase date or the serial number

9. Equipment made by other manufacturers

9.1 Transducers supplied by Deeprey are manufactured by Airmar and carry Airmar's own warranty on Airmar's terms. Deeprey will administer the claim on your behalf so you deal with one party — send it to us the same way you would a Deeprey unit.

9.2 Radar scanners, NMEA instruments, sensors, autopilot drive units, pumps and rudder feedback units made by other manufacturers, and any equipment you or your dealer sourced elsewhere, are covered by the warranty of the company that made them and not by this guarantee — even where Deeprey supplied them as part of a system.

9.3 Deeprey is not responsible for the performance of another manufacturer's equipment connected to a Deeprey system, or for damage caused to a Deeprey unit by that equipment.

10. Software, charts and services

10.1 Software installed on a Deeprey unit is licensed, not sold. This guarantee covers hardware. We will make software updates available at our discretion; nothing here obliges us to develop, release or continue any particular feature, update or service.

10.2 Chart data is produced by hydrographic offices and chart publishers, supplied under their own licence terms, and we make no warranty as to its accuracy, completeness or currency. Charts and chart corrections are not a substitute for official paper charts and notices to mariners.

10.3 Deeprey equipment is an aid to navigation. It does not replace prudent seamanship, a proper lookout, or the master's judgement, and it must never be the sole means of navigation. You remain responsible for the safe navigation of your vessel.

11. Making a claim

11.1 This version of the guarantee applies to Deeprey equipment commissioned on or after its issue date.

11.2 Start with your installing dealer. They hold the commissioning record and are the fastest route to a resolution. If you cannot reach them, or you bought the equipment directly, email **contact@deeprey.com** with "Warranty claim" in the subject line.

11.3 Have this ready:

- Model and serial number of the unit
- Commissioning date and installing dealer, or your purchase invoice
- Vessel name and where she is
- What the fault is, when it started, and what was happening at the time
- Photographs of the installation and of the fault, where they help

11.4 We will troubleshoot with you first — by email, by phone, or with your dealer on the boat. A good number of reported faults are resolved by a setting or a software update, and this step saves you removing a unit that does not need to come out.

11.5 If the unit does need to come in, we will issue you a **return number** and a service address. Mark the number clearly on the outside of the package, include a copy of your proof of purchase or commissioning, and pack the unit in its original packaging or equivalent protection. Units arriving without a return number cannot be booked in and may be returned unopened. Damage in transit to us caused by inadequate packing is not covered.

11.6 We will confirm receipt, tell you what we have found, and tell you what we are doing about it.

12. Limits of our liability

12.1 Our total liability under this guarantee for any unit is limited to the price paid for that unit.

12.2 We are not liable under this guarantee for indirect or consequential loss, or for loss of use, loss of profit, loss of income, loss of contracts, loss of data, or the cost of alternative equipment or arrangements.

12.3 Nothing in this guarantee limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, for any liability under the Consumer Protection Act 1987, or for any other liability that cannot lawfully be limited or excluded. Nothing in this guarantee affects your statutory rights as set out in section 2.

13. Registration and records

Your certified installer registers the system at commissioning, recording the model, serial number, vessel and date. There is no card to post and nothing for you to remember later.

Keep your purchase invoice and your commissioning paperwork. Either one proves the start of your cover, and section 8 rules out claims we cannot verify.

If you have changed dealer, moved the boat, or bought a vessel with Deeprey equipment already fitted, email contact@deeprey.com and we will update the record.

14. If something goes wrong with a claim

If you are unhappy with how a claim has been handled, write to contact@deeprey.com with "Warranty escalation" in the subject line and your return number. A senior member of the engineering team will review it.

This does not affect your right to pursue the retailer who sold you the equipment, or to take any other action available to you in law.

15. Law, and changes to this document

This guarantee is governed by the law of England and Wales, and the courts of England and Wales have jurisdiction over any dispute arising from it. If you are a consumer resident elsewhere, you keep the benefit of any mandatory protections of your own country's law, and the right to bring proceedings there.

We may change this document for equipment sold in the future. The version in force on the date your equipment was commissioned is the version that applies to it, and it is the version above that is published at deeprey.com/support/warranty.

If any part of this guarantee is found to be unenforceable, the rest of it continues to apply.

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