

Atmos Marlyn – After sales Policy

Safety Precautions

Marlyn systems are intended for professional use only. All use of the product is the client's responsibility. The customer accepts responsibility regarding local regulations on the use of unmanned systems and respecting those regulations during operation.

Environmental conditions can impact the systems, understanding these and their effect on the system is recommended. Be aware that local conditions can be different from forecasts.

All values given for physical quantities such as survey area, flight time and flight distance in the flight planning software and related documentation, including this knowledge base, are estimates. Please plan and execute your flights conservatively.

This device transmits, receives and interprets radio frequency signals during use and may receive harmful interference from other devices.

Be aware that map data provided by Navigator may not be up to date with real-life situations.

Always stay clear of rotating propellers.

Limited Warranty

Neptune Drone Services, hereafter also referred to as the supplier, warrants that the delivered items will be free from defects in workmanship and materials for a period of twelve (12) months from the date the item was first purchased by the client. During the warranty period should the covered product, in the suppliers sole opinion, malfunction due to any defect in material and/or workmanship, the client's sole remedy and the supplier's sole liability shall be, at supplier's option, to either repair or replace the malfunctioning product with a similar product at no charge. If this is not possible a credit note will be issued. Warranty can only be claimed if the malfunctioning product is returned completely, with all required log files, with a proof of purchase and within the applicable warranty period.

Warranty does not apply in de the following conditions: a) the product is not stored, maintained or used according to its specifications, b) the product is damaged due to carelessness, negligence, wrong use or misuse by the user, c) defects due to normal wear and tear, d) modifications made by third parties e) damage by pilot error, including but not limited to landing with obstacles, damage due to low altitude or close object flight, loss of radio connection, loss of data connection f) failure to update software and/or firmware and g) damage due to wind, rain, water humidity, condensation, corrosion or salt. Any claim related to in-flight malfunction will only considered by Neptune Drone Services if accompanied by all relevant flight logs and autopilot.

The client shall make available, to the suppliers request, all data regarding Marlyn's flight and maintenance history and hand over the autopilot. If such data cannot be provided for a reason the supplier has no control over warranty cannot be claimed

It is the client's responsibility that the aircraft is airworthy according to local regulations. The client shall make all necessary checks before operating the product.

The remedy set forth herein shall be the sole, exclusive remedy with respect to the Product.

Limitation of Liability

Under no circumstances will the supplier be liable for any direct, indirect special, incidental or consequential damages including but not limited to: any crash or damages caused by the client or a third party while operating or using a Marlyn system, even if caused by a system malfunction, any loss of revenue and/or profit, loss of data or any other conduct including negligence intentional or otherwise giving rise to such a claim. This holds also in case the supplier is notified of the possibility of such damages.

Under no circumstances will the supplier be liable for the aforementioned damages including but not limited to any damages caused by failure of the autopilot, electronics or the software.

The client shall not use the Marlyn system in areas or under circumstances where a failure could cause damages and harm to people or property.

Modifications and errors are reserved.

Applicability

This knowledge base is applicable to the following versions:

Marlyn: Cobalt Release

Payload options:

- PPK module
- Sony RX1RII
- MicaSense Altum
- MicaSense RedEdge MX

Navigator: 1.0.2.4

Marlyn firmware: 1.0.7

Geotagger: 2.0.6.2

Firmware Update Center 0.1.1.1