

December, 2025

Dear Business Partner,

Thank you for choosing Calma Acoustic Pods. We appreciate your trust in our products and hope they enhance your workspace experience.

Calma Acoustic Pods are covered warranty as specified in Warranty Terms, with its manufacturer NUMAŞ TEKNOLOJİ ÜRETİM A.Ş. under NURUS brand committed to providing maintenance and repair services in accordance with the terms outlined in this warranty document.

To ensure seamless warranty support, it is essential **that the installation checklist is completed accurately** after installation. This step is crucial for validating your warranty coverage and facilitating any future service requests.

For warranty evaluation, our customers are kindly required to submit an application to the Nurus authorized distributor or manufacturer along with the completed checklist.

Detailed warranty terms and conditions can be found in the following pages. If you have any questions, please do not hesitate to contact us through our official e-mail address; **calma@nurus.com** or contact your customer representative.

Best Regards,

Nurus

GENERAL CONDITIONS

NUMAŞ TEKNOLOJİ ÜRETİM AŞ as the Manufacturer, ensures the highest quality and proper functioning of the furniture provided that it is properly assembled and set up in accordance with the Manufacturer's instructions, and that it is used in accordance with its intended purpose.

The Customer is obliged to learn the content of the Warranty Terms.

- All surfaces must be protected from heat sources (radiators, fans, irons, etc.), direct UV (ultra violet) rays of the sun, cigarettes, water and moisture.
- In accordance with the installation manual and environmental conditions.
- The environment, ideal range 40-60% of low humidity and 18-26°C temperature range.
- If humidity drops below 30%, interior surface materials may dry out and risk cracking.
- If humidity exceeds 70%, there may be risks of mold growth and material deformation.
- Product surfaces should not come into contact with metal and plotting materials. Color fading can be observed in products exposed to UV (ultra violet) rays of direct sun.
- Panels used in wooden parts are materials which are in compliance with E1 European standards and are the least harmful to human and environment.
- Products should not be used in any way other than design purposes, the mechanism should not be forced outside the limits allowed by the mechanism.
- If the products are not wheeled, they must be transported by lifting or disassembling. It should not be tried to be moved back and forth where it is pushed to the right and left.

PERIOD OF WARRANTY

Warranty Coverage and Duration this warranty covers Calma Acoustic Pods products manufactured and sold by Calma or its authorized distributors. The warranty is valid for 5 years from the date of purchase and is valid only for use in indoor office conditions.

- The following main components are covered by the warranty:
- Structural frame, wall panels and base module
- Interior acoustic insulation materials
- Glass door and walls, hinge and sealing components
- Electrical systems: sockets, USB ports, lighting, fans, ventilation modules.

COMPONENT WARRANTY PERIOD

- Structural frame, wall panels, Interior acoustic insulation materials: 5 years
- Glass door and walls: 5 years
- Hinge and sealing components: 5 years
- Electricity & Ventilation: 2 Years
- Lighting & Sensors: 2 Years
- Consumption parts (filter, etc.): 1 Year
- Fabric coatings & surfaces: 2 Years

USER RESPONSIBILITIES

The product is intended not only for its private use for indoor use.

Cleaning, maintenance and filter changes make it appropriate to guide.

It is important to ensure that the transportation process is covered by insurance and to pay attention to the requirements specified by the insurance company.

Prevent obstruction of ventilation ducts.

Keeping the Calma acoustic pods in an environment with the appropriate temperature and humidity value specified in the general conditions.

We recommend keeping your pets away to prevent any harm occurring on your products.

THE SCOPE OF WARRANTY

The warranty covers furniture defects caused by faulty parts, manufacturing or completion defects. The manufacturer's liability under the warranty provided covers only defects caused by causes inherent in the furniture during its sale by the Manufacturer.

The manufacturer may refuse free repair in any of the following situations:

Defects detected during the warranty period are as follows subject to the article, sending warranty for with all correct details within 14 working days from the date of the complaint.

If it is necessary to order replacement or unusual parts with a long waiting time, the repair period is extended by the time it takes to deliver the replacement parts.

SITUATIONS THAT ARE OUT OF WARRANTY

- If the warranty period has expired.
- Damage resulting from accident, neglect, misuse or natural disaster.
- Transportation or modifications regardless of the assembly diagram.
- Wears and tears, fading, scratches due to use.
- Damage caused by excessive humidity, outdoor use, mobile transportation outside of the specified conditions
- The users' damages in public areas.
- Damage caused during transportation.
- Exceeding the warranty period,
- Using the furniture contrary to the instructions for use or its intended use,
- Finding non-compliance of order data with the complaint data,
- Reports of mechanical damage to components after they have been assembled,
- Incompleteness of information in the complaint.
- Continue to use the product after notifying us of any faults
- Unauthorised repairs, alterations and modifications

WARRANTY CLAIM PROCESS

To make a warranty request:

- Within 14 days from the date of defect detection, **send an e-mail to calma@nurus.com** or or contact your customer representative.
- Send it along with the product serial number, invoice, visual/video evidence.
- The request will be evaluated within 10 working days.
- In the approved requests, repairs or replacement of parts will be made.
- For international requests, transportation or customs fees may belong to the user.

INTERNATIONAL VALIDITY

This warranty is valid worldwide. However, the service period may be extended in countries where there is no official Calma distributor. All customs, transportation and tax expenses belong to the user.

LIMITS OF LIABILITY

Calma's maximum liability cannot exceed the purchase price of the product. Indirect damages such as loss of time, loss of income, work stoppage are not covered by the warranty.

Moreover, shall not be liable for any direct, indirect or consequential losses, costs or expenses incurred or any consequential compensation arising out of the performance/or non-performance of the contract associated with the warranty.

Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be limited or excluded by law.

FORCE MAJEURE

The Manufacturer will not be liable for any delay or failure to perform its obligations under this warranty if such delay or failure is due to events beyond its reasonable control, including acts of God, war, natural disasters, strikes, or governmental action.

WAIVER

No failure or delay by the Manufacturer to exercise any right or remedy provided under these warranty terms or by law will constitute a waiver of that or any other right or remedy.

LEGAL VALIDITY

This warranty is subject to the applicable laws of the country in which the product was purchased.

SPARE PARTS SUPPLY

Nurus guarantees the availability of Nurus-manufactured spare parts for the Calma product for a period of 10 (ten) years. Outsourced materials and components are guaranteed for 2 (two) years. If an identical Nurus-manufactured part cannot be supplied due to production or material changes during the 10-year period, Nurus will provide Nurus-manufactured equivalent parts that maintain functional compatibility and overall visual consistency.

PRODUCT CONTINUITY

Nurus guarantees the production and configuration continuity of the Calma product for 10 (ten) years. During this period, reproducing the product with the exact same form, materials, or design may not always be possible; in such cases, the product will be continued with equivalent components that preserve its functional performance and overall visual character.

CALMA WARRANTY CERTIFICATE

Customer:

Nurus Order No:

Country / City:

Calma Serial No (To Be Found on Top of The Pod):

Calma Model:

Installation Company:

Name of Installer:

Date of Installation:

CHECKLIST (TO BE FILLED IN AFTER INSTALLATION)

- ☐ Tools mentioned in the installation manual are used for the installation.
- ☐ All bolts and screws are tightened according to the instructions in the installation manual.
- ☐ Leveling tool is used at each step and the pod is leveled correctly.
- ☐ Door is installed correctly straight and hinges are adjusted if needed.
- ☐ The door handle is installed according to the instructions in the installation manual.
- ☐ The power cable is connected correct and securely according to the instructions in the installation manual .
- ☐ The motion controlled lights and fans switch on when someone enters the pod when it is set on 'Auto'.
- ☐ Lights and fans switch off when no motion is detected for a while when it is set on 'Auto'.
- ☐ The fans work quiet and the sound is even.
- ☐ Air flows into the pod through the ventilation channels on top.
- ☐ I hereby confirm that the pod is installed securely and according to the instructions in the Nurus Installation manual and correct operation of the pod has been checked.

By signing this checklist and **Calma warranty terms and conditions** stated in the previous pages , the installer confirms that the pod is installed correctly and operates as intended.

Installer

Date:_____

Signature: _____

Customer

Date:_____

Signature: _____

*This document has been prepared for the international market sales of Calma Acoustic Pods by Nurus, excluding the US region. To obtain a copy of the document, please contact us via email at calma@nurus.com.