

VENDOR CONTRACT

Between EN-NET SERVICES, LLC. and
(Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

COMPUTERS, EQUIPMENT, COMPONENTS AND PERIPHERALS #02062515

General Information

The vendor contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

Definitions

PURCHASE ORDER is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the contract. Special terms and conditions as agreed to between the vendor and TIPS member will be added as addendums to the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some of the addendums possible.

Contract – COMPUTERS, EQUIPMENT, COMPONENTS AND PERIPHERALS

PREMIUM HOURS are defined as those hours not included in regular hours or recognized holidays. Premium hours are to be approved by the TIPS member for each delivery order and noted in the delivery order proposal as a line item during negotiations.

REGULAR HOURS are defined as those hours between the hours of 7 AM and 6 PM Monday thru Friday.

Terms and Conditions

Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

Contracts

All contracts and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

Contracts for purchase will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

Davis Bacon Act requirements will be met when Federal Funds are used for construction and/or repair of buildings.

Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter:(1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States;(4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit

exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Assignments of contracts

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

Disclosures

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contracts

The COMPUTERS, EQUIPMENT, COMPONENTS AND PERIPHERALS contract is for one (1) year with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

Shipments

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

Invoices

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

Payments

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

Pricing

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the Two Percent (2%) participation fee to be remitted to TIPS by the Vendor. Vendor will not show adding the 2% to the invoice presented to customer.

Participation Fees

Vendor or vendor assigned dealer contracts to pay 2% of all sales to TIPS on a monthly scheduled report. TIPS will email a Monthly Submission Report to each vendor. The Vendor or vendor assigned dealer is responsible for keeping record of all sales that go through the TIPS contract. Report may be sent to TIPS electronically while check for 2% is mailed. Failure to pay 2% participation fee will result in termination of contract.

Indemnity

- 1. Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
- 2. Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations

of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

Multiple Vendor Awards

TIPS reserves the right to award multiple vendor contracts for categories when deemed in the best interest of the TIPS membership. Bidders scoring 80% or above will be considered for an award. Categories are established at the discretion of TIPS.

State of Texas Franchise Tax

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

Miscellaneous

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the contract or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on contract at any time.

Purchase Order Pricing/Product Deviation

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 24 hours of receipt of order.

Cancellation for non-performance or contract deficiency

TIPS may terminate any contract if TIPS Members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any

obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the TIPS Member on demand.

TIPS Member Purchasing Procedures

Purchase orders are issued by participating TIPS member to the awarded vendor indicating on the PO "Contract Number 02062515". Purchase Order is emailed to TIPS at tipspo@tips-usa.com.

- Awarded vendor delivers goods/services directly to the participating member.
- Awarded vendor invoices the participating TIPS member directly.
- Awarded vendor receives payment directly from the participating member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report monthly).

Form of Contract

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

Licenses

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

Novation

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

Site Requirements (when applicable to service or job)

Cleanup: Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

Preparation: Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

Registered sex offender restrictions: For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Safety measures: Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

Smoking

Persons working under contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

Invoices

The awarded vendor shall submit invoices to the participating entity clearly stating "Per TIPS Contract". The shipment tracking number or pertinent information for verification shall be made available upon request.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this contract by awarded vendor must have prior approval from TIPS.

Supplemental agreements

The entity participating in the TIPS contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS members and employees shall not be made party to any claim for breach of such agreement.

Legal obligations

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded contract thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after

occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

Services

When applicable, performance bonds will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or awarded vendor will meet the TIPS member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the TIPS member and added to the purchase order.

Scope of Services

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

Project Delivery Order Procedures

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this contract when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

Scheduling of Projects

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

Support Requirements

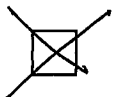
If there is a dispute between the awarded vendor and TIPS member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

Special Terms and Conditions

It is the intent of TIPS to contract with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Contracts:** All vendor purchase orders must be emailed to TIPS at tipspo@tips-usa.com. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within 24 business hours and confirm its receipt with TIPS.
 - **Promotion of Contract:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
 - **Daily Order Confirmation:** All contract purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS member (customer) within 24 business hours.
 - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, then updated pricing must be posted by 1st of each month.
 - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
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Check one of the following responses to the General Terms and Special Terms and Conditions:



We take no exceptions/deviations to the general and/or special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)



We take the following exceptions/deviations to the general and/or special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:

The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Mr. David Mabe National Coordinator	Address	Region VIII Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	david.mabe@tips-usa.com	Contact	Mrs. Kim Thompson Coordinator of Office Operations	Contact
Phone	+1 (903) 243-4759	Department		Department
Fax	+1 (866) 749-6674	Building		Building
Bid Number	02062515	Floor/Room		Floor/Room
Title	Computers, Equipment, Components and Peripherals	Telephone	+1 (866) 839-8477	Telephone
Bid Type	RFP	Fax	+1 (866) 929-4402	Fax
Issue Date	04/02/2015	Email	bids@tips-usa.com	Email
Close Date	5/15/2015 3:00:00 PM CT			
Need by Date				

Supplier Information

Company	En-Net Services
Address	712 N. East Street Frederick, MD 21701
Contact	Ed Floyd
Department	Sales
Building	
Floor/Room	
Telephone	1 (301) 846-9901
Fax	1 (301) 846-9902
Email	efloyd@en-netservices.com
Submitted	5/15/2015 12:54:16 PM CT
Total	\$0.00

Signature Ed Floyd

Email efloyd@en-netservices.com

Supplier Notes

Bid Notes

Bid Activities

Bid Messages

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	No
2	Yes - No	Highly Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB? Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	Certification of Residency (Required by the State of Texas) Company submitting bid is a Texas resident bidder?	No
4	Company Residence (City)	Vendor's principal place of business is in the city of?	Frederick
5	Company Residence (State)	Vendor's principal place of business is in the state of?	MD
6	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 7 - 9)	(No Response Required)
7	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	No
8	Yes - No	Is not owned or operated by anyone who has been convicted of a felony?	Yes
9	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony? If answer is YES, a detailed explanation of the name(s) and conviction(s) must be uploaded to the "Response Attachments" FELONY CONVICTION section.	No
10	Pricing Information:	Pricing information section. (Questions 11 - 14)	(No Response Required)
11	Yes - No	In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing. If answer is NO, include a statement detailing how pricing for TIPS participants would be calculated in the PRICING document that is uploaded to the "Response Attachments" PRICING section.	Yes
12	Yes - No	Pricing submitted includes the 2% TIPS participation fee?	Yes
13	Yes - No	Vendor agrees to remit to TIPS the required 2% participation fee?	Yes
14	Yes - No	Additional discounts to TIPS members for bulk quantities or scope of work?	Yes
15	Start Time	Average start time after receipt of customer order is ____ working days?	1
16	Years Experience	Company years experience in this category?	19
17	Yes - No	The Vendor can provide services and/or products to all 50 US States?	Yes
18	States Served:	If answer is NO to question #17, please list which states can be served. (Example: AR, OK, TX)	

19 Company and/or Product Description:	This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)	<p>En-Net is a full service IT solutions provider of computer hardware, software, networking equipment, cabling, infrastructure, supplies and maintenance services to public sector entities. En-Net's partnerships with industry leading manufacturers enable us to create turnkey solutions, have access to in depth resources and provide the technical capabilities required to deliver solutions that meet the exact specifications and IT budget for each customer.</p> <p>En-Net is focused on providing Public Sector (US Federal, State and Local Governments and Education) Institutions with state-of-the-art solutions designed to enhance the security and efficiency of their information systems. En-Net offers complete hardware, software and cabling solutions, as well as full integration, installation and warranty services. En-Net has serviced and supported a vast array of accounts. Since En-Net primarily supports public sector accounts, we have a strong understanding of how the business cycle works for State and Local Government as well as K-12 and Higher Education customers.</p> <p>Established in 1996, En-Net Services has built long term relationships by pursuing one common goal: Provide high quality products and services at exceptional value with unparalleled customer service. En-Net is a certified Maryland Small Business reserve with vehicles and/or subcontracting partnerships to meet all contracting requirements.</p> <p>En-Net prides itself on ensuring that customers receive efficient and courteous assistance throughout the entire sales cycle from a dedicated account manager who can help assess existing infrastructures and recommend the best solution.</p> <p>En-Net has included our full company profile as an attachment to this response.</p>
20 Resellers:	Does the vendor have resellers that it will name under this contract? (If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.	No
21 Primary Contact Name	Primary Contact Name	Ed Floyd
22 Primary Contact Title	Primary Contact Title	SLED Sales Manager

23	Primary Contact Email	Primary Contact Email	efloyd@en-netservices.com
24	Primary Contact Phone	Primary Contact Phone - Format (xxx) xxx-xxxx	(301) 846-9901
25	Primary Contact Fax	Primary Contact Fax - Format (xxx) xxx-xxxx	(301) 846-9902
26	Primary Contact Mobile	Primary Contact Mobile- Format (xxx) xxx-xxxx	(240) 603-4881
27	Secondary Contact Name	Secondary Contact Name	Greg Gordon
28	Secondary Contact Title	Secondary Contact Title	SLED Sales Representative
29	Secondary Contact Email	Secondary Contact Email	ggordon@en-netservices.com
30	Secondary Contact Phone	Secondary Contact Phone - Format (xxx) xxx-xxxx	(301) 846-9901
31	Secondary Contact Fax	Secondary Contact Fax - Format (xxx) xxx-xxxx	(301) 846-9902
32	Secondary Contact Mobile	Secondary Contact Mobile - Format (xxx) xxx-xxxx	(240) 422-0474
33	2% Contact Name	2% Contact Name	Angie Popoff
34	2% Contact Email	2% Contact Email	apopoff@en-netservices.com
35	2% Contact Phone	2% Contact Phone - Format (xxx) xxx-xxxx	(301) 846-9901
36	Purchase Order Contact:	This person is responsible for receiving Purchase Orders from TIPS. (Questions 37 - 39)	(No Response Required)
37	Purchase Order Contact Name	Purchase Order Contact Name	Greg Gordon
38	Purchase Order Contact Email	Purchase Order Contact Email	ggordon@en-netservices.com
39	Purchase Order Contact Phone	Purchase Order Contact Phone - Format (xxx) xxx-xxxx	(301) 846-9901
40	Company Website	Company Website	www.en-netservices.com
41	Federal ID Number:	Federal ID Number also known as the Employer Identification Number.	52-1977379
42	Primary Address	Primary Address	712 N. East Street
43	Primary Address City	Primary Address City	Frederick
44	Primary Address State	Primary Address State	MD
45	Primary Address Zip	Primary Address Zip	21701

46 Search Words:

Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)

Audio & Visual, Audio/Visual, Backup, Barcode, Big Data, Case, Computer, Database, Desktop, Ethernet Hubs, External Hard Drives, Fiber, Flash Drives, Internal Hard Drives, IPS Monitors, KVM, KVM Switch, Labels, Laptop, LCD Monitors, LED Monitors, Monitor, Power, Power Supply, Printer, Rack, Reader, Router, Scanner, Security, Server, Solid State Drives, Storage, Tablet, Texas, Thumb Drives, TIPS, UPS, USB Drives, En-Net, 3D SYSTEMS, 3M, ACER, ADAPTEC, ADDON, ALLIED TELESIS BOX, AMAZON KINDLE, AMERICAN BATTERY, AOC, APC, APPLIED DEVICE TECHNOLOGIES, APPROVED MEMORY CORP., APRICORN MASS STORAGE, ASUS, ATEN TECHNOLOGIES, AUDIO TECHNICA, AVOCENT, AXIS COMMUNICATION INC, B+B SMARTWORX (IMC NETWORKS), BATTERY TECHNOLOGY, BELKIN, BEM WIRELESS, BENQ, BLACK BOX CORPORATION, BOSCH SECURITY, BOSS AUDIO, BOSTON ACOUSTICS, BRETTFORD MANUFACTURING, BROTHER, BUFFALO AMERICAS, C2G, CANON, CASE LOGIC, CASIO, CASIO ECR, CHERRY, CHIEF, CYBER ACOUSTICS, CYBER POWER SYSTEMS DS, DA-LITE, DATALOGIC ADC, DATAMAX, DELL, D-LINK, DRAPER, DYMO CORPORATION, EATON, EDGE TECH, EIZO INC, EIZO INC., ELO, EMC, EMULEX, EPSON, ERGOTECH, ERGOTRON, FELLOWES, FLUKE, FORTINET, FUJI PHOTO FILM, FUJIFILM, FUJITJU, GENOVATION, GIGABYTE, HAWKING, HEWLETT PACKARD, HITACHI, HONEYWELL, IBM, IMATION CORPORATION, INFOCUS, INTEL, INTERMEC, INTERNATIONAL INNOVATIONS, IOGEAR, IOSAFE, JVC, KANGURU, KEMP TECHNOLOGIES, KENSINGTON TECHNOLOGY, KINGSTON, KODAK, KONICA MINOLTA, KOSS, LACIE, LANTRONIX, LENOVO, LEXMARK, LG, LOGITECH, MAGLITE, MAXELL, MICROSOFT HARDWARE, MICROSOFT SURFACE, MIDDLEATLANTIC, MIMIO, MIRACLE BUSINESS, MIZCO, MOBILE EDGE, MOTOROLA, MSI COMPUTER, NEC, NIMBLE, NVIDIA, OKIDATA, OPTOMA, OTTERBOX, OVERLAND, OVERLAND STORAGE, PANASONIC, PEERLESS INDUSTRIES,

PELICAN PRODUCTS, PENTAX,
PHILIPS, PLANAR, PLANTRONICS
INC, PNY MEMORY, PRINTRONIX,
PROMISE, QJO INC, QLOGIC,
QNAP, QUANTUM, RARITAN,
RICOH, RSA, RSA SECURITY,
SAMSUNG, SANDISK,
SCHNEIDER ELECTRIC IT,
SEAGATE, SHARP, SHARPER
IMAGE, SIIG, SMART IT,
SONICWALL, SONY, SYMBOL,
TANDBERG, TANGENT, TARGUS,
TEAC, TOSHIBA, TRANSCEND,
TRANSITION NETWORKS,
TRIPLETT, TRIPP LITE, US
ROBOTICS, V7, VIEWSONIC,
VISIONEER, WASP,
WATCHGUARD, WESTERN
DIGITAL, WYSE, XEROX,
XIOTECH, ZEBRA, ZOMM, ZOOM
TELEPHONICS

47 Yes - No

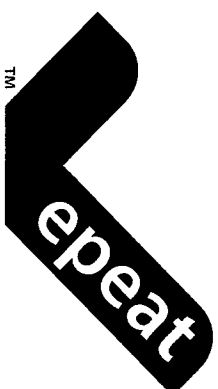
Do you wish to be eligible to participate in a TIPS contract in which a TIPS member utilizes federal funds on contracts exceeding \$100,000? (Non-Construction) (If YES, vendor should download the Federal Funds Over \$100,000 Certification document from the Attachments section, fill out the form and submit the document in the "Response Attachments" FEDERAL FUNDS section.) (Vendor must also download the Suspension or Debarment Certificate document from the Attachments section, fill out the form and submit the document in the "Response Attachments" SUSPENSION OR DEBARMENT section.)

Yes

Line Items

Response Total: \$0.00

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EPEAT Channel Partner



EPEAT Channel Partner
Since 2014

A handwritten signature in black ink that reads "Robert Frisbee".

Robert Frisbee, CEO, Green Electronics Council

Provisions for purchase with federal funds for contracts exceeding \$100,000
These forms are for non-construction contracts

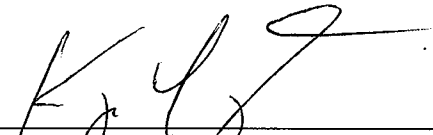
Many TIPS members (grantees and sub-grantees) purchase goods and services with federal funds. When a member engages a contract exceeding \$100,000 and paid with federal funds, provisions are triggered by various Code of Federal Regulations requirements. Primarily 34 CFR 80.36 from the Department of Education and 7 CFR 3015 & 3016 from the Department of Agriculture for School Lunch Program. There may be other Federal programs from time to time that are not enumerated above that may fund certain projects using outside vendors. These are not optional for the contracting entity and in order to spend the federal funds certain provision and certifications must be in place to ensure legal compliance.

If you company wishes to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000, you must complete the following forms can provide the certifications as required on the subsequent pages.

Do you wish to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000?

Check your response?

YES NO



Signature of Authorized Company Official

5-15-15

Date

Kyle Yost

Printed Name of Authorized Company Official

EN-NET SERVICES

Company Name

Attach to this page a current W-9 form

Please complete the forms below

Legal Compliance

It is the proposing company's duty and responsibility to have knowledge of and be responsible for the compliance with all applicable laws, rules and regulations as they apply to this procurement process and any subsequent award. The vendor agrees to comply, in all relevant respects, with all Federal, State, and Local laws, rules and regulations related to the performance of services or supply of goods to TIPS or TIPS members?

Does vendor agree? YES KY Initial of Authorized Company Official

Non-Collusive Bidding Certificate

By submitting a proposal in response to a Request for Proposals or other procurement device containing this clause, you certify that you are authorized to certify to the following:

- 1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;
- 2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;
- 3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;
- 4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf.

The vendor complied with #1 through 4 above? YES KY Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

The vendor has not been debarred? YES KY Initial of Authorized Company Official

Certification Regarding Lobbying

**Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding
\$100,000 in Federal Funds**

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than

\$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "disclosure Form to Report Lobbing," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

EN-NET SERVICES

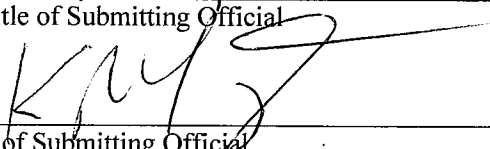
Name of Organization

712 N. East Street Frederick, MD 21701

Address of Organization

Kyle Yost, Partner

Name / Title of Submitting Official



Signature of Submitting Official

5-15-15

Signature Date

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (1) Administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as may be appropriate. (Contracts more than the simplified acquisition threshold)

Notice: Pursuant to Federal Rule (1) above, when federal funds are expended by TIPS Member, TIPS Member reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does vendor agree? YES KY Initial of Authorized Company Official

Federal Rule (2) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

Pursuant to Federal Rule (2) above, when federal funds are expended by TIPS Member, TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. Any award under this procurement process is not exclusive and the District reserves the right to purchase goods and services from other vendors when it is in the best interest of the District.

Does vendor agree? YES KY Initial of Authorized Company Official

Federal Rule (7) Notice of awarding agency requirements and regulations pertaining to reporting.

Pursuant to Federal Rule (7) above, when federal funds are expended by TIPS Member, TIPS Member requires that the proposer certify that during the term of an award by the TIPS Member resulting from this procurement process the vendor will provide reports and documentation required by all applicable law and state and federal regulations upon request by the TIPS Member or any relevant state or federal agency.

Does vendor agree? YES KY Initial of Authorized Company Official

Federal Rule (8) Notice of awarding agency requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract.

Provisions for purchase with federal funds for contracts exceeding \$100,000

Pursuant to Federal Rule (8) above, when federal funds are expended by TIPS Member, TIPS Member shall address any requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract in the contract document and absent language to the contrary or if the contract silent on the subject, the District retains all rights thereto.

Does vendor agree? YES KY Initial of Authorized Company Official

Federal Rule (9) Awarding agency requirements and regulations pertaining to copyrights and rights in data.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will surrender upon request any copyrighted materials owned by the TIPS Member but used in the awarded contract performance unless otherwise agreed in a written document by the parties. TIPS Member reserves the rights to all data created or provided to the vendor for the purpose of contract performance resulting for this procurement process and the vendor will surrender such data upon request unless otherwise agreed in a written document by the parties. If the contract is silent or not dispositive on the subject matter data or copyrights TIPS Member retains all rights in the data developed or gathered during the contract term.

Does vendor agree? YES KY Initial of Authorized Company Official

Federal Rule (10) Access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term and after the awarded term of an award by the TIPS Member resulting for this procurement process the vendor will grant access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Does vendor agree? YES KY Initial of Authorized Company Official

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (11) Retention of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Pursuant to Federal Rule (11) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that the awarded vendor retain of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Does vendor agree? YES KY Initial of Authorized Company Official

Federal Rule (12) Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000)

Pursuant to Federal Rule (12) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

Does vendor agree? YES KY Initial of Authorized Company Official

Federal Rule (13) Mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Pursuant to Federal Rule (13) above, when federal funds are expended by TIPS Member, TIPS Member requires proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will be in compliance with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Does vendor agree? YES KY Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

Information may be found at <https://www.sam.gov/index.html>

Has the vendor been debarred form participation in Federal funds contracts?

NO KY Initial of Authorized Company Official

YES ___ Initial of Authorized Company Official

Company Official: _____

Company: _____

EN-NET Services

CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Company Name: EN-NET SERVICES, LLC

Mailing Address: 712 N. EAST STREET

City: FREDERICK


State: MD

Zip: 21701

Telephone Number: 301-846-9901

Fax Number: 301-846-9902

Email Address: EFLoyd@EN-NETSERVICES.COM

Authorized Signature: 

Printed Name: BRIAN SHAFFER

Position: PRESIDENT

This contract is for a total TERM of one year with the option of two additional years. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.

Brenda McMatt 6-25-15
TIPS Authorized Signature Date

David Wayne Fitts 6-25-15
Approved by Region VIII ESC Date

References

**** Must have at least 3 References. References must be School, City, County, University, State Agency or Other Government.**

Organization	City	State	Contact Name	Contact Phone
Washington County Governmer	Hagerstown	MD	Joshua ONeal	240-313-2265
Mayor's Office of Information Tr	Baltimore	MD	Eric Wildberger	443-741-3214
PASBO	Harrisburg	PA	Andrew Rucker	717-540-9551



Technology Solutions For Public Sector Since 1996

En-Net Services
712 N. East Street
Frederick, Maryland 21701
301.846.9901
FAX: 301.846.9902
www.en-netservices.com

May 15, 2015

The Interlocal Purchasing Systems
4845 US Hwy 271 North
Pittsburg, TX 75686

To Whom it May Concern,

En-Net Services, LLC (En-Net) has reviewed the Interlocal Purchasing System (TIPS) RFP 0262515 for Computers, Equipment, Components and Peripherals Specifications.

En-Net acknowledges and agrees to all of the terms and conditions set forth in the RFP with no exceptions. En-Net will offer the manufacturer's standard warranty on all products shipped under this contract. In addition, En-Net will make available any warranty upgrades from that manufacturer. En-Net has supplied warranty statements for many of the manufacturers named in our proposal for your review.

En-Net certifies that Kyle Yost and Brian Sheffer are authorized to sign this proposal.

We appreciate the opportunity to provide this solution and we are eager to serve the Interlocal Purchasing System.

If you or your team has any question or requires further clarification on any portion of this response please contact me at kyost@en-netservices.com at 301-846-9901.

Sincerely,

A handwritten signature in black ink, appearing to read "K Yost", written over a light blue horizontal line.

Kyle Yost
Partner
En-Net Services, LLC

select country: USA

login

your cart



Phone: 1-800-366-3119

Products

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Policies

Privacy Policy

Ordering Information

Purchase Order Terms
and ConditionsProduct Lifecycle
Notification

Warranty

WARRANTY

WARRANTY/RETURN POLICIES:

Limited Lifetime Warranty

Effective for products of B&B Electronics shipped on or after May 1, 2013, B&B Electronics warrants that each such product shall be free from defects in material and workmanship for its lifetime. This limited lifetime warranty is applicable solely to the original user and is not transferable. Power supplies are exempt from the limited lifetime warranty and are covered by a six year warranty.

This warranty is expressly conditioned upon proper storage, installation, connection, operation and maintenance of products in accordance with their written specifications.

Pursuant to the warranty, within the warranty period, B&B Electronics, at its option will:

1. Replace the product with a functional equivalent;
2. Repair the product; or
3. Provide a partial refund of purchase price based on a depreciated value.

Products of other manufacturers sold by B&B Electronics are not subject to any warranty or indemnity offered by B&B Electronics, but may be subject to the warranties of the other manufacturers.

Notwithstanding the foregoing, under no circumstances shall B&B Electronics have any warranty obligations or any other liability for: (i) any defects resulting from wear and tear, accident, improper use by the buyer or use by any third party except in accordance with the written instructions or advice of the B&B Electronics or the manufacturer of the products, including without limitation surge and overvoltage conditions that exceed specified ratings, (ii) any products which have been adjusted, modified or repaired by any party other than B&B Electronics or (iii) any descriptions, illustrations, figures as to performance, drawings and particulars of weights and dimensions contained in the B&B Electronics' catalogs, price lists, marketing materials or elsewhere since they are merely intended to represent a general idea of the products and do not form part of this price quote and do not constitute a warranty of any kind, whether express or implied, as to any of the B&B Electronics' products.

THE REPAIR OR REPLACEMENT OF THE DEFECTIVE ITEMS IN ACCORDANCE WITH THE EXPRESS WARRANTY SET FORTH ABOVE IS B&B ELECTRONIC'S SOLE OBLIGATION UNDER THIS WARRANTY. THE WARRANTY CONTAINED IN THIS SECTION SHALL EXTEND TO THE ORIGINAL USER ONLY, IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND ALL SUCH WARRANTIES AND INDEMNITIES ARE EXPRESSLY DISCLAIMED, INCLUDING WITHOUT LIMITATION (I) THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY AND (II) ANY WARRANTY THAT THE PRODUCTS ARE DO NOT INFRINGE OR VIOLATE THE INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY. IN NO EVENT SHALL B&B ELECTRONICS BE LIABLE FOR LOSS OF BUSINESS, LOSS OF USE OR OF DATA INTERRUPTION OF BUSINESS, LOST PROFITS OR GOODWILL OR OTHER SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES. B&B ELECTRONIC SHALL DISREGARD AND NOT BE BOUND BY ANY REPRESENTATIONS, WARRANTIES OR INDEMNITIES MADE BY ANY OTHER PERSON, INCLUDING WITHOUT LIMITATION EMPLOYEES, DISTRIBUTORS, RESELLERS OR DEALERS OF B&B ELECTRONIC WHICH ARE INCONSISTENT WITH THE WARRANTY, SET FORTH ABOVE.

RETURNS POLICY

Eligible items returned within 30 days of purchase qualify for a full refund (less shipping charges). B&B Electronics has the option to accept returns of products 30 days after the date of purchase and such returns are subject to a restocking fee of up to 20%. Software is not returnable if opened. B&B Electronics will not accept returns of products that were modified by a customer. All custom orders are non-returnable and non-cancelable.

REPAIR SERVICE: We offer a repair service for our products. Please call, FAX, or e-mail to request a Return Material Authorization (RMA) number and routing instructions. Shipping charges and any duties, taxes or brokerage fees are the customer's responsibility.



Tech Support Knowledgebase

Find the answers to your questions

Solutions at your
fingertips.

RETURN AND REPAIR CONTACT INFORMATION

Phone: (815) 433-5100 7:00 AM - 7:00 PM CST
Fax: (815) 433-5109
Email: orders@bb-elec.com

PRODUCTS

Ethernet Serial Device Servers
Ethernet Infrastructure
Serial Connectivity
Wireless and Cellular
USB Connectivity

SOLUTIONS

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Energy & Natural Resources	Transaction Management
Transportation	Security

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Belkin International, Inc.
12045 East Waterfront Drive
Playa Vista, CA 90094

Belkin International, Inc., Limited 1-Year Product Warranty

What does this warranty cover?

Belkin International, Inc. ("Belkin") warrants to the original purchaser of this Belkin product that the product shall be free of defects in design, assembly, material, or workmanship.

What is the period of coverage?

Belkin warrants the Belkin product for one year of the date of delivery to the end user.

What will we do to correct problems?

Product Warranty.

Belkin will repair or replace, at its option, any defective product free of charge (except for shipping charges for the product). Belkin reserves the right to discontinue any of its products without notice, and disclaims any limited warranty to repair or replace any such discontinued products. In the event that Belkin is unable to repair or replace the product (for example, because it has been discontinued), Belkin will offer either a refund or a credit toward the purchase of another product from Belkin.com in an amount equal to the purchase price of the product as evidenced on the original purchase receipt as discounted by its natural use.

What is not covered by this warranty?

All above warranties are null and void if the Belkin product is not provided to Belkin for inspection upon Belkin's request at the sole expense of the purchaser, or if Belkin determines that the Belkin product has been improperly installed, altered in any way, or tampered with. The Belkin Product Warranty does not protect against acts of God such as flood, lightning, earthquake, war, vandalism, theft, normal-use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low voltage disturbances (i.e. brownouts or sags), non-authorized program, or system equipment modification or alteration.

How to get service

To get service for your Belkin product you must take the following steps:

1. Contact Belkin International, Inc., at <http://www.belkin.com/us/support> within 15 days of the Occurrence.

Be prepared to provide the following information:

- a. The part number of the Belkin product
- b. Where you purchased the product.
- c. When you purchased the product.
- d. Copy of original receipt.

2. Your Belkin Customer Service Representative will then instruct you on how to forward your receipt and Belkin product and how to proceed with your claim.

Belkin reserves the right to review the damaged Belkin product. All costs of shipping the Belkin product to Belkin for inspection shall be borne solely by the purchaser. If Belkin determines, in its sole discretion, that it is impractical to ship the damaged equipment to Belkin, Belkin may designate, in its sole discretion, an equipment repair facility to inspect and estimate the cost to repair such equipment. The cost, if any, of shipping the equipment to and from such repair facility and of such estimate shall be borne solely by the purchaser. Damaged equipment must remain available for inspection until the claim is finalized. Whenever claims are settled, Belkin reserves the right to be subrogated under any existing insurance policies the purchaser may have.

How state law relates to the warranty

THIS WARRANTY CONTAINS THE SOLE WARRANTY OF BELKIN. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR, EXCEPT AS REQUIRED BY LAW, IMPLIED, INCLUDING THE IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SUCH IMPLIED WARRANTIES, IF ANY, ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

IN NO EVENT SHALL BELKIN BE LIABLE FOR INCIDENTAL, SPECIAL, DIRECT, INDIRECT, CONSEQUENTIAL OR MULTIPLE DAMAGES SUCH AS, BUT NOT LIMITED TO, LOST BUSINESS OR PROFITS ARISING OUT OF THE SALE OR USE OF ANY BELKIN PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state. Some states do not allow the exclusion or limitation of incidental, consequential, or other damages, so the above limitations may not apply to you.

Belkin Tech Support

<http://www.belkin.com/us/support>

With regard to questions or concerns the following information may be used and/or contacted:

Contact Mailing Address:

Belkin International, Inc Attn: Customer Support 12045 East Waterfront Drive, Playa Vista, CA 90094

RMA POLICY AND PRODUCT WARRANTIES

Sales Returned Merchandise Authorization (RMA) Policy

Written authority from Eaton must be obtained before any return or credit will be allowed.

Sales RMAs will be issued for new, unused equipment that is:

- A. Within 30 days of original shipment date
- B. Returned in original sealed packaging
- C. Returned in unmodified, untampered, original condition
- D. A current design

Cancellations and Erroneous Orders:

Any order for standard Eaton products may not be cancelled within thirty days of the date scheduled for shipment/delivery by Eaton. Otherwise the order may be cancelled in accordance with the following:

- Sales RMAs issued for cancellations and erroneous orders will be subject to a minimum 15% restocking/cancellation fee
- Restocking/cancellation fee for standard product will be 15%
- Restocking/cancellation fee for special, custom or configured products will be a minimum of 50%
- The buyer is responsible for both inbound and outbound freight charges

Note: Charges may be waived by mutual agreement between buyer and seller. Proper approval and authorization must be obtained and documented in writing before the transaction is initiated.

Erroneous Shipments:

Sales RMAs necessary as a result of shipping/order entry errors will be issued and transacted with no charge to the buyer. Eaton will pay inbound freight, and outbound freight will be similar service level as original shipment.

RMA Expiration:

An RMA is valid for 60 calendar days from date of authorization by Eaton, after which it is subject to cancellation.

Sales Contracts:

An active Sales Contract with clauses relating to return of product for sales credits may supersede the Sales RMA policy statements above.

To request a Sales RMA please contact:

800.356.5794

e-mail: salesrma@eaton.com

WARRANTY

Eaton Corporation Load Protection Guarantee (US and Canada)

UPS MODELS: 3105, 3S, 5S, 5SC, 5110, 5115, 5125, 5P, 5PX, 9130, 9135, 9140, 9PX, 9155, 9170+ AND FERRUPS

GUARANTOR: The Guarantor for the load protection guaranty set forth herein is Eaton ("Company").

LIMITED GUARANTY: This load protection guaranty (this "Guaranty") applies only to the original End-user (the "End-user") of any 3105, 3S, 5S, 5SC, 5110, 5115, 5125, 5130, 5P, 5PX, 9130, 9135, 9140, 9PX, 9155, 9170+ and FERRUPS Products (individually and collectively, the "Product") and cannot be transferred. This Guaranty applies even in the event that the Product is initially sold by Company for resale to an End-User.

WHAT THIS GUARANTY COVERS: For the lifetime of the Product, Guarantor promises to repair or replace, at Guarantor's option, the equipment (valued up to the limits shown below*) that is damaged by an AC power line surge, spike or other transient when properly connected to Guarantor's uninterruptible power system ("UPS"). Reimbursement for or restoration of data loss excluded. This Guaranty applies only if all of the following circumstances arise:

1. The UPS is plugged into properly grounded and wired outlets, using no extension cords, adapters, other ground wires or other electrical connectors;
2. The installation of the UPS complies with all applicable electrical and safety codes described by the National Electric Code (NEC);
3. The UPS was used under normal operating conditions and in accordance with all labels and instructions; and
4. The UPS was not damaged by accident (other than AC power line transient), misuse or abuse.

***Cumulative Limits to be paid by Guarantor under this Load Protection Guaranty:**

\$25,000 for UPS Model 3105 and 3S

\$150,000 for UPS Models 5SC, 5110, 5115, 5125, 5P and 5PX

\$250,000 for UPS Models 9130, 9135, 9140, 9PX, 9155, 9170+ and FERRUPS products

WHAT THIS GUARANTY DOES NOT COVER: Any reimbursement or repair to End-user's equipment does not include reimbursement for or restoration of any data loss. This Guaranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the charge of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication, or incorrect installation of Product; (d) repair or alteration of Product not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment, or modification of any kind to the Product not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product's labels or instructions.

This Guaranty is not valid: (a) unless the End-user returns to Company the Warranty Registration Card or completes the registration form on www.powerquality.eaton.com/productregistration within thirty (30) days of purchase; or (b) if the Product's serial numbers have been removed or are illegible.

Company shall not be responsible for any charges for testing, checking, removal or installation of any items.

LIMITATION OF LIABILITY: THE REMEDIES OF THE END-USER SET FORTH HEREIN ARE EXCLUSIVE AND ARE THE SOLE REMEDIES FOR ANY FAILURE OF COMPANY TO COMPLY WITH ITS OBLIGATIONS HEREUNDER. EXCEPT AS OTHERWISE PROVIDED FOR IN THIS GUARANTY, IN NO EVENT SHALL COMPANY BE LIABLE IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE FOR DAMAGE TO PROPERTY OR EQUIPMENT OTHER THAN THE PRODUCTS, INCLUDING LOSS OF PROFITS OR REVENUE, LOSS OF USE OF PRODUCTS, LOSS OF DATA, COST OF CAPITAL, CLAIMS OF CUSTOMERS OF THE END-USER OR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER. THE TOTAL CUMULATIVE LIABILITY OF COMPANY HEREUNDER WHETHER THE CLAIMS ARE BASED IN CONTRACT (INCLUDING INDEMNITY), IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE, SHALL NOT EXCEED THOSE SET FORTH ABOVE.

Company shall not be responsible for failure to provide repair or replacement under this Guaranty due to causes beyond Company's reasonable control.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Guaranty, the End-user must use the Product in a normal way; follow the Product's operation and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Company's obligations under this Guaranty are expressly conditioned upon receipt by Company of all payments due to it (including interest charges, if any). During such time as Company has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Company shall have no obligation under this Guaranty.

COSTS NOT RELATED TO GUARANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Guaranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Company representatives outside the terms of this Guaranty will be borne by the End-user.

TO MAKE A CLAIM: In the USA, call the Customer Reliability Center 7x24 at 800.356.5737. Outside of the USA, contact your local Eaton product sales or service representative, or call the Customer Reliability Center in the USA at 919.870.3149. For comments or questions about this Load Protection Guaranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Limited Warranty

UPS MODELS: 3105, 3S, 5S, 5SC, 5110, 5115, 5125, 5P AND 5PX (USA AND CANADA)

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton ("Company").

LIMITED WARRANTY: This limited warranty (this "Warranty") applies only to the original End-user (the "End-user") of any 3105, 3S, 5S, 5SC, 5110, 5115, 5125, 5P and 5PX Products (individually and collectively, the "Product") purchased on or after August 19th, 2009, and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Company for resale to an End-user.

LIMITED WARRANTY PERIOD: The period covered by this Warranty for Product installed [and currently located] in the fifty (50) United States, the District of Columbia and Canada is twenty-four (24) months from the date of purchase, or thirty (30) months from the date of shipment. For units that are registered online at www.eaton.com/PQ/Register, the warranty is extended to thirty-six (36) months from the date of purchase, or forty-two (42) months from the date of shipment.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants that the Product and battery (individually and collectively, the "Warranted Items") are free of defects in material and workmanship. If, in the opinion of Company, a Warranted Item is defective and the defect is within the terms of this Warranty, Company's sole obligation will be to repair or replace such defective Warranted Item (including by providing service, parts and labor, as applicable), at the option of Company.

PROCEDURES FOR REPAIR OR REPLACEMENT OF WARRANTED ITEMS: The Warranted Item will be repaired or replaced at a Company site or such other location as determined by Company.

If the Warranted Item is to be replaced by Company, and the End-user supplies a credit card number or purchase order for the value of the replacement product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives notice of the warranty claim. In such case, the End-user must return (at Company's expense) the defective Warranted Item to Company in the same packaging as the replacement Warranted Item received by the End-user or as otherwise instructed by Company. If Company does not receive the defective Warranted Item, Company will either charge the End-user's credit card, or send the End-user an invoice (which the End-user agrees to pay), for the value of the replacement product.

If the Warranted Item is to be replaced by Company, but the End-user is unwilling or unable to supply a credit card number or purchase order for the value of the replacement product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives the defective product from the End-user.

In any case, Company will provide shipping instructions and will pay its designated carrier for all shipping charges for return of defective equipment and replacement of Warranted Items. Any returned Warranted Item or parts that are replaced may be new or reconditioned. All Warranted Items returned to Company and all parts replaced by Company shall become the property of Company.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the charge of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication or incorrect installation; (d) repair or alteration not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment or modification of any kind not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product's labels or instructions.

This Warranty is not valid if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof.

WARRANTY

Limited Warranty (*continued*)

Company shall not be responsible for any charges for testing, checking, removal or installation of Warranted Items.

COMPANY DOES NOT WARRANT EQUIPMENT NOT MANUFACTURED BY COMPANY. IF PERMITTED BY THE APPLICABLE MANUFACTURER, COMPANY SHALL PASS THROUGH SUCH MANUFACTURER'S WARRANTIES TO END-USER.

COMPANY DOES NOT WARRANT SOFTWARE, INCLUDING SOFTWARE EMBEDDED IN PRODUCTS, THAT IS NOT CREATED BY COMPANY. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY DOES NOT WARRANT SOFTWARE (SUCH AS LINUX) THAT WAS CREATED USING AN "OPEN SOURCE" MODEL OR IS DISTRIBUTED PURSUANT TO AN OPEN SOURCE LICENSE.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED BY COMPANY WITH RESPECT TO THE PRODUCTS AND SERVICES AND, EXCEPT FOR SUCH FOREGOING WARRANTY COMPANY DISCLAIMS ALL OTHER WARRANTIES INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE COMPANY'S SOLE LIABILITY AND END-USER'S EXCLUSIVE REMEDY FOR FAILURE OF COMPANY TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF THE END-USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE.

LIMITATION OF LIABILITY: The remedies of the End-user set forth herein are exclusive and are the sole remedies for any failure of Company to comply with its obligations hereunder. In no event shall Company be liable in contract, in tort (including negligence or strict liability) or otherwise for damage to property or equipment other than the Products, including loss of profits or revenue, loss of use of Products, loss of data, cost of capital, claims of customers of the End-user or any special, indirect, incidental or consequential damages whatsoever. The total cumulative liability of Company hereunder whether the claims are based in contract (including indemnity), in tort (including negligence or strict liability) or otherwise, shall not exceed the price of the Product on which such liability is based.

Company shall not be responsible for failure to provide service or parts due to causes beyond Company's reasonable control.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must use the Product in a normal way; follow the Product's operation and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Company's obligations under this Warranty are expressly conditioned upon receipt by Company of all payments due to it (including interest charges, if any). During such time as Company has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Company shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Company representatives outside the terms of this Warranty will be borne by the End-user.

OBTAINING WARRANTY SERVICE: In the USA, call the Customer Reliability Center 7x24 at 800.843.9433. Outside of the USA, contact your local Eaton product sales or service representative, or call the Customer Reliability Center in the USA at 919.870.3028. For comments or questions about this Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Two-Year Limited Warranty

UPS MODELS: 9130, 9135, 9140, 9PX AND FERRUPS UP TO 3.1 kVA (USA AND CANADA)

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton ("Company").

LIMITED WARRANTY: This limited warranty (this "Warranty") applies only to the original End-user (the "End-user") of any 9130, 9135, 9140, 9PX and FERRUPS up to 3.1 kVA Products (individually and collectively, the "Product") purchased on or after June 1, 2004, and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Company for resale to an End-user.

LIMITED WARRANTY PERIOD: The period covered by this Warranty for Product installed [and currently located] in the fifty (50) United States, the District of Columbia and Canada is twenty-four (24) months from the date of purchase, or thirty (30) months from the date of shipment.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants that the Product and battery (individually and collectively, the "Warranted Items") are free of defects in material and workmanship. If, in the opinion of Company, a Warranted Item is defective and the defect is within the terms of this Warranty, Company's sole obligation will be to repair or replace such defective Warranted Item (including by providing service, parts and labor, as applicable), at the option of Company.

PROCEDURES FOR REPAIR OR REPLACEMENT OF WARRANTED ITEMS: The Warranted Item will be repaired or replaced at a Company site or such other location as determined by Company.

If the Warranted Item is to be replaced by Company, and the End-user supplies a credit card number or purchase order for the value of the replacement product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives notice of the warranty claim. In such case, the End-user must return (at Company's expense) the defective Warranted Item to Company in the same packaging as the replacement Warranted Item received by the End-user or as otherwise instructed by Company. If Company does not receive the defective Warranted Item, Company will either charge the End-user's credit card, or send the End-user an invoice (which the End-user agrees to pay), for the value of the replacement product.

If the Warranted Item is to be replaced by Company, but the End-user is unwilling or unable to supply a credit card number or purchase order for the value of the replacement product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives the defective product from the End-user.

In any case, Company will provide shipping instructions and will pay its designated carrier for all shipping charges for return of defective equipment and replacement of Warranted Items. Any returned Warranted Item or parts that are replaced may be new or reconditioned. All Warranted Items returned to Company and all parts replaced by Company shall become the property of Company.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the charge of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication or incorrect installation; (d) repair or alteration not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment or modification of any kind not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product's labels or instructions.

This Warranty is not valid if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof.

WARRANTY

Two-Year Limited Warranty (*continued*)

Company shall not be responsible for any charges for testing, checking, removal or installation of Warranted Items.

COMPANY DOES NOT WARRANT EQUIPMENT NOT MANUFACTURED BY COMPANY. IF PERMITTED BY THE APPLICABLE MANUFACTURER, COMPANY SHALL PASS THROUGH SUCH MANUFACTURER'S WARRANTIES TO END-USER.

COMPANY DOES NOT WARRANT SOFTWARE, INCLUDING SOFTWARE EMBEDDED IN PRODUCTS, THAT IS NOT CREATED BY COMPANY. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY DOES NOT WARRANT SOFTWARE (SUCH AS LINUX) THAT WAS CREATED USING AN "OPEN SOURCE" MODEL OR IS DISTRIBUTED PURSUANT TO AN OPEN SOURCE LICENSE.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED BY COMPANY WITH RESPECT TO THE PRODUCTS AND SERVICES AND, EXCEPT FOR SUCH FOREGOING WARRANTY COMPANY DISCLAIMS ALL OTHER WARRANTIES INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE COMPANY'S SOLE LIABILITY AND END-USER'S EXCLUSIVE REMEDY FOR FAILURE OF COMPANY TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF THE END-USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE.

LIMITATION OF LIABILITY: The remedies of the End-user set forth herein are exclusive and are the sole remedies for any failure of Company to comply with its obligations hereunder. In no event shall Company be liable in contract, in tort (including negligence or strict liability) or otherwise for damage to property or equipment other than the Products, including loss of profits or revenue, loss of use of Products, loss of data, cost of capital, claims of customers of the End-user or any special, indirect, incidental or consequential damages whatsoever. The total cumulative liability of Company hereunder whether the claims are based in contract (including indemnity), in tort (including negligence or strict liability) or otherwise, shall not exceed the price of the Product on which such liability is based.

Company shall not be responsible for failure to provide service or parts due to causes beyond Company's reasonable control.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must use the Product in a normal way; follow the Product's operation and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Company's obligations under this Warranty are expressly conditioned upon receipt by Company of all payments due to it (including interest charges, if any). During such time as Company has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Company shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Company representatives outside the terms of this Warranty will be borne by the End-user.

OBTAINING WARRANTY SERVICE: In the USA, call the Customer Reliability Center 7x24 at 800.843.9433. Outside of the USA, contact your local Eaton product sales or service representative, or call the Customer Reliability Center in the USA at 919.870.3028. For comments or questions about this Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Two-Year Limited Warranty

UPS MODELS: 9155, 9170+ AND FERRUPS 4.3–18 kVA (USA AND CANADA)

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton (“Company”).

LIMITED WARRANTY: This limited warranty (this “Warranty”) applies only to the original end-user (the “End-user”) of any 9155, 9170 and FERRUPS 4.3–18 kVA Products (individually and collectively, the “Product”) purchased on or after June 1, 2004, and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Company for resale to an End-user.

LIMITED WARRANTY PERIOD: The period covered by this Warranty for Product installed [and currently located] in the fifty (50) United States, the District of Columbia and Canada is twenty-four (24) months from the date of purchase for parts, or thirty (30) months from the date of shipment for parts, and ninety (90) days from the date of purchase for labor, as further clarified in the following sections.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants that the Product and battery (individually and collectively, the “Warranted Items”) are free of defects in material and workmanship. If, in the opinion of Company, a Warranted Item is defective and the defect is within the terms of this Warranty, Company’s sole obligation will be to repair or replace such defective Warranted Items (including by providing service, parts and labor, as applicable), at the option of Company, and such repair or replacement shall be at either the End-user’s location, Company’s site, or such other location as determined by Company. All Warranted Items returned to Company and all parts replaced by Company shall become the property of Company. Expenses for any labor to repair the Warranted Item beyond the initial ninety (90) days are the sole responsibility of the End-user.

PROCEDURES FOR REPAIR OR REPLACEMENT OF WARRANTED ITEMS: When shipment is required of End-user: When Company determines that the Warranted Item will be repaired or replaced at a Company site or such other location, and the End-user must ship to Company the defective Warranted Item, the following procedures are required.

If the Warranted Item is to be replaced by Company, and the End-user supplies a credit card number or purchase order for the value of the replacement product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives notice of the warranty claim. In such case, the End-user must return (at Company’s expense) the defective Warranted Item to Company in the same packaging as the replacement Warranted Item received by the End-user or as otherwise instructed by Company. If Company does not receive the defective Warranted Item, Company will either charge the End-user’s credit card, or send the End-user an invoice (which the End-user agrees to pay), for the value of the replacement product.

If the Warranted Item is to be replaced by Company, but the End-user is unwilling or unable to supply a credit card number or purchase order for the value of the replacement product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives the defective product from the End-user.

In any case, Company will provide shipping instructions and will pay its designated carrier for all shipping charges for return of defective equipment and replacement of Warranted Items. Any returned Warranted Item or parts that are replaced may be new or reconditioned. All Warranted Items returned to Company and all parts replaced by Company shall become the property of Company.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the charge of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication or incorrect installation; (d) repair or alteration not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment or modification of any kind not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product’s labels or instructions.

This Warranty is not valid if the Product’s serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof.

Company shall not be responsible for any charges for testing, checking, removal or installation of Warranted Items.

WARRANTY

Two-Year Limited Warranty (*continued*)

COMPANY DOES NOT WARRANT EQUIPMENT NOT MANUFACTURED BY COMPANY. IF PERMITTED BY THE APPLICABLE MANUFACTURER, COMPANY SHALL PASS THROUGH SUCH MANUFACTURER'S WARRANTIES TO END-USER.

COMPANY DOES NOT WARRANT SOFTWARE, INCLUDING SOFTWARE EMBEDDED IN PRODUCTS, THAT IS NOT CREATED BY COMPANY. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY DOES NOT WARRANT SOFTWARE (SUCH AS LINUX) THAT WAS CREATED USING AN "OPEN SOURCE" MODEL OR IS DISTRIBUTED PURSUANT TO AN OPEN SOURCE LICENSE.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED BY COMPANY WITH RESPECT TO THE PRODUCTS AND SERVICES AND, EXCEPT FOR SUCH FOREGOING WARRANTY COMPANY DISCLAIMS ALL OTHER WARRANTIES INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE COMPANY'S SOLE LIABILITY AND END-USER'S EXCLUSIVE REMEDY FOR FAILURE OF COMPANY TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF THE END-USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), OR OTHERWISE.

LIMITATION OF LIABILITY: The remedies of the End-user set forth herein are exclusive and are the sole remedies for any failure of Company to comply with its obligations hereunder. In no event shall Company be liable in contract, in tort (including negligence or strict liability) or otherwise for damage to property or equipment other than the Products, including loss of profits or revenue, loss of use of Products, loss of data, cost of capital, claims of customers of the End-user or any special, indirect, incidental or consequential damages whatsoever. The total cumulative liability of Company hereunder whether the claims are based in contract (including indemnity), in tort (including negligence or strict liability) or otherwise, shall not exceed the price of the Product on which such liability is based.

Company shall not be responsible for failure to provide service or parts due to causes beyond Company's reasonable control.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must use the Product in a normal way; follow the Product's operation and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Company's obligations under this Warranty are expressly conditioned upon receipt by Company of all payments due to it (including interest charges, if any). During such time as Company has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Company shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Company representatives outside the terms of this Warranty will be borne by the End-user.

OBTAINING WARRANTY SERVICE: In the USA, call the Customer Reliability Center 7x24 at 800.843.9433. Outside of the USA, contact your local Eaton product sales or service representative, or call the Customer Reliability Center in the USA at 919.870.3028. For comments or questions about this Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Limited Warranty (Global)

UPS MODEL: BLADEUPS

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton (“Eaton”).

LIMITED WARRANTY: This limited warranty (this “Warranty”) applies only to the original Purchaser (the “End-user”) of any BladeUPS Products (individually and collectively, the “Product”) purchased and registered with Eaton and cannot be transferred. This restriction applies even in the event that the Product is initially sold by Eaton for resale to an End-user. This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State (or jurisdiction to jurisdiction).

LIMITED WARRANTY PERIOD: The period covered by this Warranty for the Product is eighteen (18) months from date of Product shipment.

WHAT THIS LIMITED WARRANTY COVERS: Eaton warrants that the Product and battery (individually and collectively, the “Warranted Items”) are free of defects in material and workmanship. If, in the opinion of Eaton, a Warranted Item is defective and the defect is within the terms of this Warranty, Eaton’s sole obligation will be to repair or replace such defective Warranted Item (including providing service, parts and labor, as applicable), at the option of Eaton.

PROCEDURES FOR REPAIR OR REPLACEMENT OF WARRANTED ITEMS: The Warranted Item will be repaired or replaced at an Eaton site or such other location as determined by Eaton.

If the Warranted Item is to be replaced by Eaton, and the End-user supplies a credit card number or purchase order for the value of the replacement product, Eaton will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Eaton receives notice of the warranty claim. In such case, the End-user must return (at Eaton’s expense) the defective Warranted Item to Eaton in the same packaging as the replacement Warranted Item received by the End-user or as otherwise instructed by Eaton. If Eaton does not receive the defective Warranted Item, Eaton will either charge the End-user’s credit card, or send the End-user an invoice (which the End-user agrees to pay), for the value of the replacement product.

If the Warranted Item is to be replaced by Eaton, but the End-user is unwilling or unable to supply a credit card number or purchase order for the value of the replacement product, Eaton will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Eaton receives the defective product from the End-user.

In any case, Eaton will provide shipping instructions and will pay its designated carrier for all shipping charges for return of defective equipment and replacement of Warranted Items. Any returned Warranted Item or parts that are replaced may be new or re-conditioned. All Warranted Items returned to Eaton and, in any replacement endeavor, all parts removed by Eaton shall become the property of Eaton.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the charge of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) damage caused by fire, flood, lightning, vandalism, acts of God, End-user’s neglect, misuse, misapplication, incorrect connection or external damage; or that has been subject to repair or alteration by End-user (or a third party) not authorized by Eaton in writing; (d) repair or alteration not performed by an authorized Eaton Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment or modification of any kind not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product’s labels or instructions.

This Warranty is not valid if the Product’s serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof.

Eaton shall not be responsible for any charges for testing, checking, removal or installation of Warranted Items.

EATON DOES NOT WARRANT EQUIPMENT NOT MANUFACTURED BY EATON. IF PERMITTED BY THE APPLICABLE MANUFACTURER, EATON SHALL PASS THROUGH SUCH MANUFACTURER’S WARRANTIES TO END-USER.

WARRANTY

Limited Warranty (Global) *(continued)*

EATON DOES NOT WARRANT SOFTWARE, INCLUDING SOFTWARE EMBEDDED IN PRODUCTS, THAT IS NOT CREATED BY EATON. WITHOUT LIMITING THE FOREGOING, EATON SPECIFICALLY DOES NOT WARRANT SOFTWARE (SUCH AS LINUX) THAT WAS CREATED USING AN "OPEN SOURCE" MODEL OR IS DISTRIBUTED PURSUANT TO AN OPEN SOURCE LICENSE.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED BY EATON WITH RESPECT TO THE PRODUCTS AND SERVICES AND, EXCEPT FOR SUCH FOREGOING WARRANTY EATON DISCLAIMS ALL OTHER WARRANTIES INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE EATON'S SOLE LIABILITY AND END-USER'S EXCLUSIVE REMEDY FOR FAILURE OF EATON TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF THE END-USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND/OR EXCLUSIONS MAY NOT APPLY TO YOU.

LIMITATION OF LIABILITY: The remedies of the End-user set forth herein are exclusive and are the sole remedies for any failure of Eaton to comply with its obligations hereunder. In no event shall Eaton be liable for any indirect, incidental, special or consequential damages of any kind or type whatsoever, resulting from or in connection with any claim or cause of action, whether brought in contract or in tort (including negligence or strict liability). Some States or jurisdictions do not allow the exclusion of limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Eaton shall not be responsible for failure to provide service or parts due to causes beyond Eaton's reasonable control. In no case will Eaton's liability under this Warranty exceed the replacement value of the Warranted Items.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must register the product warranty (via mail or online at www.eaton.com/powerquality "warranty registration"); use the Product in a normal way; follow the Product's operation and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Eaton's obligations under this Warranty are expressly conditioned upon receipt by Eaton of all payments due from End-user (including interest charges, if any). During such time as Eaton has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Eaton shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Eaton representatives outside the terms of this Warranty will be borne by the End-User.

OBTAINING WARRANTY SERVICE: In the United States, call the Customer Reliability Center 7x24 at 800.356.5737. Outside of the United States, contact your local Eaton product sales or service representative, or call the Customer Reliability Center in the United States at 919.870.3028. For comments or questions about this Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Two-Year Limited Warranty (USA and Canada)

CONNECTIVITY DEVICES

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton ("Company").

LIMITED WARRANTY: This limited warranty (this "Warranty") applies only to the original End-user (the "End-user") of any 3, 5 and 9 series Connectivity Devices (the "Product") purchased on or after June 1, 2004, and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Company for resale to an End-user.

LIMITED WARRANTY PERIOD: The period covered by this Warranty for the Product installed [and currently located] in the fifty (50) United States, the District of Columbia, and Canada is twenty-four (24) months from the date of purchase.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants that the Product (the "Warranted Item") is free from defects in material and workmanship. If, in the opinion of Company, a Warranted Item is defective and the defect is within the terms of this Warranty, Company's sole obligation will be to repair or replace such defective Warranted Item (including by providing service, parts and labor, as applicable), at the option of Company.

PROCEDURES FOR REPAIR OR REPLACEMENT OF WARRANTED ITEMS: The Warranted Item will be repaired or replaced at a Company site or such other location as determined by Company.

If the Warranted Item is to be replaced by Company, and the End-user supplies a credit card number or purchase order for the value of the replacement Product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives notice of the warranty claim. In such case, the End-user must return (at Company's expense) the defective Warranted Item to Company in the same packaging as the replacement Warranted Item received by the End-user or as otherwise instructed by Company. If Company does not receive the defective Warranted Item, Company will either charge the End-user's credit card, or send the End-User an invoice (which the End-user agrees to pay), for the value of the replacement Product.

If the Warranted Item is to be replaced by Company, but the End-user is unwilling or unable to supply a credit card number or purchase order for the value of the replacement Product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives the defective Product from the End-user.

In any case, Company will provide shipping instructions and will pay its designated carrier for all shipping charges for return of defective equipment and replacement of Warranted Items. Any returned Warranted Item or parts that are replaced may be new or reconditioned. All Warranted Items returned to Company and all parts replaced by Company shall become the property of Company.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication or incorrect installation; (d) repair or alteration not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment or modification of any kind not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product's labels or instructions.

This Warranty is not valid if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof.

Company shall not be responsible for any charges for testing, checking, removal or installation of Warranted Items.

COMPANY DOES NOT WARRANT EQUIPMENT NOT MANUFACTURED BY COMPANY. IF PERMITTED BY THE APPLICABLE MANUFACTURER,

COMPANY SHALL PASS THROUGH SUCH MANUFACTURER'S WARRANTIES TO END-USER.

COMPANY DOES NOT WARRANT SOFTWARE (IF APPLICABLE TO THE PRODUCT), INCLUDING SOFTWARE EMBEDDED IN PRODUCTS, THAT IS NOT CREATED BY COMPANY. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY DOES NOT WARRANT SOFTWARE (SUCH AS LINUX) THAT WAS CREATED USING AN "OPEN SOURCE" MODEL OR IS DISTRIBUTED PURSUANT TO AN OPEN SOURCE LICENSE.

WARRANTY

Two-Year Limited Warranty (USA and Canada) *(continued)*

COMPANY DOES NOT WARRANT SOFTWARE (IF APPLICABLE TO THE PRODUCT), INCLUDING SOFTWARE EMBEDDED IN PRODUCTS, THAT IS NOT CREATED BY COMPANY. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY DOES NOT WARRANT SOFTWARE (SUCH AS LINUX) THAT WAS CREATED USING AN "OPEN SOURCE" MODEL OR IS DISTRIBUTED PURSUANT TO AN OPEN SOURCE LICENSE.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED BY COMPANY WITH RESPECT TO THE PRODUCTS AND SERVICES AND, EXCEPT FOR SUCH FOREGOING WARRANTY COMPANY DISCLAIMS ALL OTHER WARRANTIES INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE COMPANY'S SOLE LIABILITY AND END-USER'S EXCLUSIVE REMEDY FOR FAILURE OF COMPANY TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF THE END-USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), OR OTHERWISE.

LIMITATION OF LIABILITY: The remedies of the End-user set forth herein are exclusive and are the sole remedies for any failure of Company to comply with its obligations hereunder. In no event shall Company be liable in contract, in tort (including negligence or strict liability) or otherwise for damage to property or equipment other than the Products, including loss of profits or revenue, loss of use of Products, loss of data, cost of capital, claims of customers of the End-user or any special, indirect, incidental or consequential damages whatsoever. The total cumulative liability of Company hereunder whether the claims are based in contract (including indemnity), in tort (including negligence or strict liability) or otherwise, shall not exceed the price of the Product on which such liability is based.

Company shall not be responsible for failure to provide service or parts due to causes beyond Company's reasonable control.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must use the Product in a normal way; follow the Product's user's guide; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Company's obligations under this Warranty are expressly conditioned upon receipt by Company of all payments due to it (including interest charges, if any). During such time as Company has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Company shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-User shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Company representatives outside the terms of this Warranty will be borne by the End-User.

OBTAINING WARRANTY SERVICE: In the USA, call the Customer Reliability Center 7x24 at 800.356.5737. Outside of the USA, contact your local product sales or service representative, or call the Customer Reliability Center in the USA at 919.870.3149. For comments or questions about this Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Limited Warranty (USA and Canada)

EPDU ENCLOSURE POWER DISTRIBUTION UNITS

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton (“Company”).

RACKMOUNTED LIMITED WARRANTY: This limited warranty (this “Warranty”) applies only to the original End-user (the “End-user”) of any Eaton Rackmounted Power Distribution Units (the “Product”) purchased on or after July 1, 2012, and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Company for resale to an End-user.

LIMITED WARRANTY PERIOD: The period covered by this Warranty for Product installed [and currently located] in the fifty (50) United States, the District of Columbia and Canada is twenty-four (24) months from the date of purchase, or thirty (30) months from the date of shipment. For units that are registered online at www.eaton.com/PQ/Register, the warranty is extended to thirty-six (36) months from the date of purchase, or fortytwo (42) months from the date of shipment.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants that the Product (the “Warranted Item”) is free from defects in material and workmanship. If, in the opinion of Company, a Warranted Item is defective and the defect is within the terms of this Warranty, Company’s sole obligation will be to repair or replace such defective Warranted Item (including by providing service, parts and labor, as applicable), at the option of Company.

PROCEDURES FOR REPAIR OR REPLACEMENT OF WARRANTED ITEMS:

Standard Product: Defined as ePDU product with the product number sequence PWxxxxxxxx or eXXXXX, (whereas x can be any value). The Warranted item will be repaired or replaced by the Company.

Custom Product: Defined as ePDU product with any product number sequence that does not equal a standard product as noted above. The Warranted item will be repaired at a Company site or such other location as determined by Company.

If the Warranted Item is to be replaced by Company, and the End-user supplies a credit card number or purchase order for the value of the replacement Product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives notice of the warranty claim. In such case, the End-user must return (at Company’s expense) the defective Warranted Item to Company in the same packaging as the replacement Warranted Item received by the End-user or as otherwise instructed by Company. If Company does not receive the defective Warranted Item, Company will either charge the End-user’s credit card, or send the End-user an invoice (which the End-user agrees to pay), for the value of the replacement Product.

If the Warranted Item is to be replaced by Company, but the End-user is unwilling or unable to supply a credit card number or purchase order for the value of the replacement Product, Company will use commercially reasonable business efforts to ship (via standard ground shipment and at no cost to the End-user) the replacement Warranted Item to the End-user within one (1) business day after Company receives the defective Product from the End-user.

In any case, Company will provide shipping instructions and will pay its designated carrier for all shipping charges for return of defective equipment and replacement of Warranted Items. Any returned Warranted Item or parts that are replaced may be new or reconditioned. All Warranted Items returned to Company and all parts replaced by Company shall become the property of Company.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication or incorrect installation; (d) repair or alteration not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; (e) improper testing, operation, maintenance, adjustment or modification of any kind not authorized in writing by Company personnel or performed by an authorized Company Customer Service Engineer or Agent; or (f) use of the Product under other than normal operating conditions or in a manner inconsistent with the Product’s labels or instructions.

This Warranty is not valid if the Product’s serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof.

Company shall not be responsible for any charges for testing, checking, removal or installation of Warranted Items.

WARRANTY

Two-Year Limited Warranty (USA and Canada) *(continued)*

COMPANY DOES NOT WARRANT EQUIPMENT NOT MANUFACTURED BY COMPANY. IF PERMITTED BY THE APPLICABLE MANUFACTURER, COMPANY SHALL PASS THROUGH SUCH MANUFACTURER'S WARRANTIES TO END-USER.

COMPANY DOES NOT WARRANT SOFTWARE (IF APPLICABLE TO THE PRODUCT), INCLUDING SOFTWARE EMBEDDED IN PRODUCTS, THAT IS NOT CREATED BY COMPANY. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY DOES NOT WARRANT SOFTWARE (SUCH AS LINUX) THAT WAS CREATED USING AN "OPEN SOURCE" MODEL OR IS DISTRIBUTED PURSUANT TO AN OPEN SOURCE LICENSE.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED BY COMPANY WITH RESPECT TO THE PRODUCTS AND SERVICES AND, EXCEPT FOR SUCH FOREGOING WARRANTY COMPANY DISCLAIMS ALL OTHER WARRANTIES INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE COMPANY'S SOLE LIABILITY AND END-USER'S EXCLUSIVE REMEDY FOR FAILURE OF COMPANY TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF THE END-USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), OR OTHERWISE.

LIMITATION OF LIABILITY: The remedies of the End-user set forth herein are exclusive and are the sole remedies for any failure of Company to comply with its obligations hereunder. In no event shall Company be liable in contract, in tort (including negligence or strict liability) or otherwise for damage to property or equipment other than the Products, including loss of profits or revenue, loss of use of Products, loss of data, cost of capital, claims of customers of the End-user or any special, indirect, incidental or consequential damages whatsoever. The total cumulative liability of Company hereunder whether the claims are based in contract (including indemnity), in tort (including negligence or strict liability) or otherwise, shall not exceed the price of the Product on which such liability is based.

Company shall not be responsible for failure to provide service or parts due to causes beyond Company's reasonable control.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must use the Product in a normal way; follow the Product's user's guide; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Company's obligations under this Warranty are expressly conditioned upon receipt by Company of all payments due to it (including interest charges, if any). During such time as Company has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Company shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Company representatives outside the terms of this Warranty will be borne by the End-user.

OBTAINING WARRANTY SERVICE: In the USA, call the Customer Reliability Center 7x24 at 800.356.5737. Outside of the USA, contact your local Eaton product sales or service representative, or call the Customer Reliability Center in the USA at 919.870.3149. For comments or questions about this Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Limited Factory Warranty For Eaton Three-phase UPS Products

THREE-PHASE PRODUCTS

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton ("Eaton").

LIMITED WARRANTY: This limited warranty (this "Warranty") applies only to the original End-user (the "End-user") of the Eaton three-phase UPS Products (the "Product") and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Eaton for resale to an End-user.

LIMITED WARRANTY PERIOD: The period covered by this Warranty for Product installed [and currently located] in the fifty (50) United States and the District of Columbia is twelve (12) months from the date of Product startup or eighteen (18) months from date of Product shipment, whichever occurs first, for parts coverage and 90 days from the date of Product startup for labor coverage. The period covered by this Warranty for Product installed [and currently located] outside of the fifty (50) United States and the District of Columbia is twelve (12) months from the date of Product startup or eighteen (18) months from date of Product shipment, whichever occurs first, for parts coverage.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants that the Eaton three-phase UPS electronics, Eaton-built accessories, and Eaton-built battery cabinets, (individually and collectively, the "Warranted Items") are free from defects in material and workmanship. If, in the opinion of Eaton, a Warranted Item is defective and the defect is within the terms of this Warranty, Eaton's sole obligation will be to repair or replace such defective item (including by providing service, parts and labor, as applicable), at the option of Eaton. The Warranted Item will be repaired or replaced onsite at the End-user's location or such other location as determined by Eaton. Any parts that are replaced may be new or reconditioned. All parts replaced by Eaton shall become the property of Eaton.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the "trickle charge" of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, fire, flood, lightning, vandalism, acts of God, Customer's neglect, abuse, misuse, misapplication, incorrect installation; (d) repair or alteration, not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent; or (e) improper testing, operation, maintenance, adjustment or any modification of any kind not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent.

This Warranty is not valid: (a) unless an authorized Eaton Customer Service Engineer (in USA) or Agent (outside of USA) performs startup and commissioning of the Product; (b) if the Product is moved to a new location by someone other than an authorized Eaton Customer Service Engineer (in USA) or Agent (outside of USA); or (c) if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof. Labor warranty is not provided for Product located outside of the fifty (50) United States or the District of Columbia. Any equipment, parts or materials included in the Product and not manufactured by Eaton are warranted solely by the manufacturer of such equipment, parts or materials and are not included as part of this warranty. Batteries are not warranted by Eaton.

THIS WARRANTY IS THE END-USER'S SOLE REMEDY AND IS EXPRESSLY IN LIEU OF, AND THERE ARE NO OTHER, EXPRESSED OR IMPLIED GUARANTEES OR WARRANTIES (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED).

LIMITATION OF LIABILITY: In no event shall Eaton be liable for any indirect, incidental, special or consequential damages of any kind or type whatsoever, or based on any claim or cause of action, however denominated. Eaton shall not be responsible for failure to provide service or parts due to causes beyond Eaton's reasonable control. In no case will Eaton's liability under this Warranty exceed the replacement value of the Warranted Items.

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must use the Product in a normal way; follow the Product's operators and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Eaton's obligations under this Warranty are expressly conditioned upon receipt by Eaton of all payments due to it (including interest charges, if any). During such time as Eaton has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Eaton shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Eaton representatives outside the terms of this Warranty will be borne by the End-user.

OBTAINING WARRANTY SERVICE: In the USA, call the Eaton Customer Reliability Center 7x24 at 800.843.9433. Outside of the USA, call your local Eaton sales or service representative, or call the Eaton Customer Reliability Center in the USA at 919.870.3028. For comment or questions about this Limited Factory Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Limited Factory Warranty For Eaton 9355 UPS Products

9355

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton Corporation, an Ohio Corporation ("Eaton").

LIMITED WARRANTY: This limited warranty (this "Warranty") applies only to the original End-user (the "End-user") of the 9355 UPS Products (the "Product") and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Eaton for resale to an End-user.

WHAT THIS LIMITED WARRANTY COVERS: The warrantor warrants, within the terms of this Warranty, that the Eaton three-phase UPS electronics, Eaton-built accessories and Eaton-built battery cabinets, (individually and collectively, the "Warranted Items") are free from defects in material and workmanship.

For Product installed (and currently located) in the fifty (50) United States and the District of Columbia, if, in the opinion of Eaton, a Warranted Item is defective, Eaton's sole obligation, at the option of Eaton, will be to refurbish or replace such defective Warranted Item (including the costs of providing diagnosis, service, and labor ["labor coverage"]). The defective Warranted Item will be refurbished or replaced onsite at the End-user's location or such other location as determined by Eaton. Any parts that are replaced may be new or reconditioned. All parts replaced by Eaton shall become the property of Eaton.

For Product installed (and currently located) outside the fifty (50) United States and the District of Columbia, if, in the opinion of Eaton, a Warranted Item is defective, Eaton's sole obligation, at the option of Eaton, will be to refurbish or replace such defective Warranted Item. (not including the costs of labor coverage). The defective Warranted Item will be refurbished or replaced onsite at the End-User's location or such other location as determined by Eaton. Any parts that are replaced may be new or reconditioned. All parts replaced by Eaton shall become the property of Eaton.

LIMITED WARRANTY PERIOD:

The period covered by this Warranty for Product installed (and currently located) in the fifty (50) United States and the District of Columbia is ninety (90) days from the date of Product purchase for labor coverage and twelve (12) months from the date of Product purchase or eighteen (18) months from date of Product shipment, whichever occurs first, for the refurbishment/replacement of parts.

The period covered by this Warranty for Product installed (and currently located) outside of the fifty (50) United States and the District of Columbia is twelve (12) months from the date of Product purchase or eighteen (18) months from date of Product shipment, whichever occurs first, for the refurbishment/replacement of parts.

WHAT THIS LIMITED WARRANTY DOES NOT COVER:

This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the "trickle charge" of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, fire, flood, lightning, vandalism, acts of God, Customer's neglect, abuse, misuse, misapplication, incorrect installation; (d) repair or alteration, not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent; or (e) improper testing, operation, maintenance, adjustment or any modification of any kind not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent.

This Warranty is not valid: if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof. Labor warranty is not provided for Product located outside of the fifty (50) United States or the District of Columbia. **Any equipment, parts or materials included in the Product and not manufactured by Eaton are warranted solely by the manufacturer of such equipment, parts or materials and are not included as part of this warranty. Batteries are not warranted by Eaton.**

THIS WARRANTY IS THE END-USER'S SOLE REMEDY AND IS EXPRESSLY IN LIEU OF, AND THERE ARE NO OTHER, EXPRESSED OR IMPLIED GUARANTEES OR WARRANTIES (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED).

LIMITATION OF LIABILITY: In no event shall Eaton be liable for any indirect, incidental, special or consequential damages of any kind or type whatsoever, or based on any claim or cause of action, however denominated. Eaton shall not be responsible for failure to provide service or parts due to causes beyond Eaton's reasonable control. In no case will Eaton's liability under this Warranty exceed the replacement value of the Warranted Items.

WARRANTY

Limited Factory Warranty For Eaton 9355 UPS Products *(continued)*

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-user must register the product warranty (via mail or online at www.eaton.com/powerquality "product registration"); use the Product in a normal way; follow the Product's operators and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Eaton's obligations under this Warranty are expressly conditioned upon receipt by Eaton of all payments due to it (including interest charges, if any). During such time as Eaton has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Eaton shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Eaton representatives outside the terms of this Warranty will be borne by the End-user.

OBTAINING WARRANTY SERVICE: In the USA, call the Eaton Customer Reliability Center 7x24 at 800.843.9433. Outside of the USA, call your local Eaton sales or service representative, or call the Eaton Customer Reliability Center in the USA at 919.870.3028. For comment or questions about this Limited Factory Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Limited Factory Warranty For Eaton 93E UPS Products

93E

WARRANTOR: The warrantor for the limited warranties set forth herein is Eaton ("Eaton").

LIMITED WARRANTY: This limited warranty (this "Warranty") applies only to the original Purchaser (the "End-User") of the Eaton 93E UPS Products (the "Product") and cannot be transferred. This restriction applies even in the event that the Product is initially sold by Eaton for resale to an End-User. This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State (or jurisdiction to jurisdiction).

WHAT THIS LIMITED WARRANTY COVERS: Eaton warrants, within the terms of this Warranty, that the Eaton three-phase UPS electronics, Eaton-built accessories, and Eaton-built battery cabinets, (individually and collectively, the "Warranted Items") are free from defects in material and workmanship.

For Product installed (and currently located) in the fifty (50) United States and the District of Columbia, if, in the opinion of Eaton, a Warranted Item is defective, Eaton's sole obligation, at the option of Eaton, will be to refurbish or replace such defective Warranted Item (including the costs of providing diagnosis, service, and labor ["labor coverage"]). The defective Warranted Item will be refurbished or replaced onsite at the End-User's location or such other location as determined by Eaton. Any parts that are replaced may be new or reconditioned. In any replacement endeavor, all parts removed by Eaton shall become the property of Eaton.

For Product installed (and currently located) outside the fifty (50) United States and the District of Columbia, if, in the opinion of Eaton, a Warranted Item is defective, Eaton's sole obligation, at the option of Eaton, will be to refurbish or replace such defective Warranted Item. (not including the costs of labor coverage). The defective Warranted Item will be refurbished or replaced onsite at the End-User's location or such other location as determined by Eaton. Any parts that are replaced may be new or reconditioned. In any replacement endeavor, all parts removed by Eaton shall become the property of Eaton.

LIMITED WARRANTY PERIOD: The period covered by this Warranty for Product installed (and currently located) in the fifty (50) United States and the District of Columbia is six (6) months from the date of Product purchase for labor coverage when no startup is performed by an authorized Eaton Customer Service Engineer or Agent or twelve (12) months from the date of Product purchase with startup performed by an authorized Eaton Customer Service Engineer or Agent and twelve (12) months from the date of Product purchase or eighteen (18) months from date of Product shipment, whichever occurs first, for the refurbishment/replacement of parts.

The period covered by this Warranty for Product installed (and currently located) outside of the fifty (50) United States and the District of Columbia is twelve (12) months from the date of Product purchase or eighteen (18) months from date of Product shipment, whichever occurs first, for the refurbishment/replacement of parts.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the "trickle charge" of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, fire, flood, lightning, vandalism, acts of God, End-User's neglect, abuse, misuse, misapplication, incorrect installation; (d) repair or alteration, not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent; or (e) improper testing, operation, maintenance, adjustment, or any modification of any kind not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent.

This Warranty is not valid: if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof. Eaton does not provide a labor warranty for Product located outside of the fifty (50) United States or the District of Columbia. Any equipment, parts or materials included in the Product and not manufactured by Eaton are warranted solely by the manufacturer of such equipment, parts or materials and are not included as part of this Warranty. Batteries are not warranted by Eaton.

THIS WARRANTY IS THE END-USER'S SOLE REMEDY AND IS EXPRESSLY IN LIEU OF, AND THERE ARE NO OTHER, EXPRESSED OR IMPLIED GUARANTEES OR WARRANTIES (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED). SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND/OR EXCLUSIONS MAY NOT APPLY TO YOU.

LIMITATION OF LIABILITY: In no event shall Eaton be liable for any indirect, incidental, special or consequential damages of any kind or type whatsoever, resulting from or in connection with any claim or cause of action, whether brought in contract or in tort (including negligence and strict liability). Some States or jurisdictions do not allow the exclusion of limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Eaton shall not be responsible for failure to provide service or parts due to causes beyond Eaton's reasonable control. In no case will Eaton's liability under this Warranty exceed the replacement value of the Warranted Items.

WARRANTY

Limited Factory Warranty For Eaton 93E UPS Products (*continued*)

END-USER'S OBLIGATIONS: In order to receive the benefits of this Warranty, the End-User must register the product warranty (via mail or online at www.powerquality.eaton.com/Product-Registration "product registration"); use the Product in a normal way; follow the Product's operators and maintenance manual; and protect against further damage to the Product if there is a covered defect.

OTHER LIMITATIONS: Eaton's obligations under this Warranty are expressly conditioned upon receipt by Eaton of all payments due from End-User (including interest charges, if any). During such time as Eaton has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Eaton shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

COSTS NOT RELATED TO WARRANTY: The End-User shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Eaton representatives outside the terms of this Warranty will be borne by the End-User.

OBTAINING WARRANTY SERVICE: In the United States, call the Eaton Customer Reliability Center 7x24 at 800-843-9433. Outside of the United States, call your local Eaton sales or service representative, or call the Eaton Customer Reliability Center in the United States at 919-870-3028. For comment or questions about this Limited Factory Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.

WARRANTY

Pulsar series

LIMITED WARRANTY & PROPRIETARY RIGHTS FOR PULSAR SERIES SINGLE-PHASE PRODUCTS (T-11)

STANDARD LIMITED WARRANTY FORM (APPLICABLE WITHIN THE UNITED STATES, CANADA AND LATIN AMERICA)

EATON STANDARD SINGLE-PHASE LIMITED WARRANTY

Eaton warrants single phase products manufactured by Eaton to be free from defects in materials and workmanship for the following applicable time periods beginning with the date of purchase by or for the first End-user ("Purchaser"):

The following products are covered by a one (1) year warranty period:

- Power-Sure 700 Power Conditioners

The following products are covered by a two (2) year warranty period:

- Nova AVR, Evolution, Evolution S, EX, MX, MX Frame and EX RT
- Power-Suppress 100 Ultra-Isolator Noise Suppressors and Power-Sure 800 Power Conditioners

The following products are covered by a three (3) year warranty period:

- Eclipse Personal

The following products are covered by a five (5) year warranty period:

- Power-Suppress T7

The following products are covered by a ten (10) year warranty period;

- Eclipse Pro and Eclipse ProTel

The terms and conditions of this standard limited warranty also apply to extended warranty coverage for the Pulsar series.

Any defects in materials or workmanship must be reported to Eaton within the applicable warranty period. Where labor is not included in the warranty, any labor performed by Eaton shall be billed to Purchaser at, and Purchaser agrees to pay, Eaton standard labor rates then in effect for all warranty work performed hereunder. Eaton shall have the sole right to determine if any defective parts are to be repaired at the job site or whether they are to be returned to the factory for repair or replacement. All items returned to Eaton for repair or replacement must be sent freight prepaid to its factory. Purchaser must obtain Eaton Return Materials Authorization ("RMA") prior to returning items. The conditions stated herein must be met for Eaton warranty to be valid. Eaton will not be liable for any damage done by unauthorized repair work, unauthorized replacement parts, from any misapplication of the subject product, for damage due to accident, abuse or act of God (such as earthquake, flood, inclement weather, rain or fire), or relating to Purchaser's failure to follow proper environmental conditions for the product.

In no event shall Eaton be liable for loss, damage, or expense directly or indirectly arising from the use of or any defects in the subject product, or from any other cause, except as expressly stated in this warranty. EXCEPT AS EXPRESSLY STATED IN THIS WARRANTY, EATON MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE OR NON-INFRINGEMENT. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND/OR EXCLUSIONS MAY NOT APPLY TO YOU.

Eaton is not liable for and Purchaser waives any right of action it has or may have against Eaton for any consequential or special damages arising out of any breach of warranty, and for any damages Purchaser may claim for damage to any property or injury or death to any person arising out of its purchase or the use, operation or maintenance of the subject product. In no event will Eaton be liable for any labor subcontracted or performed by Purchaser for preparation of the warranted item for return to an Eaton factory or for preparation work for field repair or replacement, and Eaton will not be responsible to pay any invoice therefore. Some States and jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty shall be exclusive of any and all other warranties express or implied and may be modified only by a writing signed by an authorized officer of Eaton. This warranty shall extend to the Purchaser but to no one else. Accessories supplied by Eaton, but manufactured by others, carry any warranty the manufacturers have made to Eaton, and which can be passed on to Purchaser.

EATON makes no warranty with respect to whether the products sold hereunder infringe any patent, U.S. or foreign, and Purchaser represents that any

WARRANTY

Pulsar series (*continued*)

specially ordered products do not infringe any patent. Purchaser agrees to indemnify and hold EATON harmless from any liability by virtue of any patent claims where Purchaser has ordered a product conforming to Purchaser's specifications, or conforming to Purchaser's specific design. Purchaser has not relied and shall not rely on any oral representation regarding any products sold hereunder and any oral representation shall not bind EATON and shall not be part of any warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State or jurisdiction to jurisdiction.

PROPRIETARY RIGHTS STATEMENT

The information in this manual is the property of EATON, and represents a proprietary article in which EATON retains any and all intellectual property rights, including exclusive rights of use and/or manufacture and/or sale. Possession of this information does not convey any permission to reproduce, print, manufacture, or have made the article or articles shown herein. Such permission may be granted only by specific written authorization signed by an authorized officer of EATON.

IBM, PC-AT, ES/9000, and AS/400 are trademarks of International Business Machines Corporation. Other trademarks that may be used herein are owned by their respective companies and are referred to in an editorial fashion only.

Eaton DPQD, 8709 Kerns Street, San Diego, CA 92154 · 800.279.7776 · www.eaton.com/powerquality · www.eaton.com/mgeops

For Single-phase Warranty applicable outside of the United States, Canada and Latin America, contact the appropriate EATON Regional Office.

[Home](#) > [Support](#) > [Warranty](#)
[Support](#)

Warranty

Warranty Term by Product Type

Warranty Term	Applicable Products: FlexScan, FORIS, Raptor, RadiForce, DuraVision, and Accessories
5 years (see details below)	All FlexScan (except touch panels) and FORIS monitors launched on to the market after June 1, 2012. <i>The warranty period of the LCD panel is five (5) years but usage time of the monitor is limited to 30,000 hours or less</i>
	All FlexScan monitors 17" and greater (except touch panels) that were released between June 1, 2012 and the following models: S1501-B, S1501, L557, L695, L767, L985EX. <i>Usage time is limited to 30,000 hours or less and the warranty period of the LCD panel is three (3) years from the date of release.</i>
	All FORIS models released before June 1, 2012. <i>Usage time is limited to 30,000 hours or less and the warranty period of the LCD panel is three (3) years from the date of release.</i>
	Raptor WS3001 <i>Usage time is limited to 30,000 hours or less and the warranty period of the LCD panel is three (3) years from the date of release.</i>
	Digital Mammography Monitors RadiForce GX540
	Multi-Modality Monitors RadiForce RX850, RX840-MG, RX840, RX650, RX440
	Diagnostic Monitors RadiForce GX340, RX340, GX240, GS220, RX240, SMD 19102, RS110
	Clinical Review Monitors RadiForce MX270W, MX241W, MX215, MS230W, MX191
	Surgical Monitors

SCD 19102

3 years

FlexScan LCD monitors not listed above, eClient products, and i-Sound unit for LCD monitors

Clinical Review Monitors

RadiForce MS235WT

Surgical Monitors

RadiForce LX470W, LX300W

2 years

Re/Vue products, Raptor monitors, Raptor graphics boards, and DuraVision monitors

Surgical Monitors

RadiForce LX600W, LS580W

Large Monitor Managers

LMM56800, LMM0802, LMM0801, LMM0804

Signal Routing Solutions

PDC0201, PDS0800-HD, TDL3600 / TDL2300, CID1000P

18 months

Surgical Monitors

RadiForce EX240W, ES150

1 year

Optional LCD monitor arms, stands, and hoods that are sold separately from the monitors

All warranties are valid only in countries or territories where EIZO authorized distributors are located.

For further warranty details, please visit our [Contact EIZO](#) page to get in touch with the authorized EIZO distributor in your

Exceeding the standard limited warranty for FlexScan or FORIS products, EIZO will offer an additional three (3) year warranty from the date of expiration of the standard limited warranty (United States only). Please contact our office in the USA for more

Applicable Products: ColorEdgeCG277, CG276,
CG247, CG246CX271, CX270,
CX241, CX240,
CS230CG303W,
CG301W,
CG275W,
CG245W,
CG243W,
CG242W,
CG241W,
CG223WCG211, CG221,
CG232W

CG222

Main Body

5 years but the usage time is limited to 30,000 hours from the date of purchase.

5 years but the usage time is limited to 30,000 hours from the date of purchase.

LCD Panel

3 years

3 years

Brightness Warranty	5 years subject to the usage time being limited to 10,000 hours from the date of purchase and used within the required brightness and color temperature below.	-	3 years subject to the usage time being limited to 10,000 hours from the date of purchase and used within the required brightness and color temperature below.		
Required Brightness	120 cd/m ² or less (color temperature: 5000 – 6500 K)	-	120 cd/m ² or less (color temperature: 5000 – 6500 K)	100 cd/m ² or less (color temperature: 5000 – 6500 K)	80 cd/m ² or less (color temperature: 5000 – 6500 K)
ISO9241-307	The RGB full pixel failure is zero for up to 12 months after date of purchase based on ISO 9241-307 (p. 10)				

General Provisions

Notwithstanding any other provision of this Warranty, EIZO and distributors authorized by EIZO shall have no obligation under any of the cases as set forth below:

- Any defect of the Product caused by freight damage, modification, alteration, abuse, misuse, accident, incorrect installation, maintenance and/or improper repair by third party other than EIZO and Distributors;
- Any incompatibility of the Product due to possible technical innovations and/or regulations;
- Any deterioration of display performance caused by the deterioration of expendable parts such as the LCD panel and/or in brightness, changes in brightness uniformity, changes in color, changes in color uniformity, defects in pixels including color and grayscale;
- Any defect of the Product caused by external equipment;
- Any defect of the Product on which the original serial number has been altered or removed;
- Any normal deterioration of the product, particularly that of consumables, accessories, and/or attachments (e.g. buttons, Manual, etc.); and
- Any deformation, discoloration, and/or warp of the exterior of the product including that of the surface of the LCD panel.

PRODUCTS

FlexScan
ColorEdge
FORIS
RadForce
DuraVision
Raptor
Accessories

SOLUTIONS

Business Enterprise
Graphics
Gaming
Medical
Industry
Air Traffic Control
Defense / Aerospace

SUPPORT

Product Database
Software and Drivers
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ABOUT EIZO

Corporate Information
Shareholder Information



MEDICAL STANDARDS COMPLIANCE and WARRANTY STATEMENT

1ST January 2014 (V1.0)



All EIZO LCD Monitors are approved Class 1 devices under TGA (Radforce Colour: ARTG#115740, RadForce Monochrome: ARTG#115742, FlexScan: ARTG#115736, FlexScan M-/MX-series: ARTG#149265). Radforce Series Monitors for Medical Imaging (excluding FlexScan now known as Radforce MX series) are also compliant with the following International Medical Standards: CE (medical device directive) TLV/GM [EN60601-1], c-TUVus, CB, VCCI-A, FCC-A, Canadian ICES-003-A, FDA 510(K), C Tick. Quality Assurance software 'RadICS' ensures compliance with Medical Imaging Standards and offers the option of measuring quality against the following accepted parameters: DIN V 8968-57:2001, AAPM TG18 version 9, IEC 61223-2-5:1994, JIS Z 4752-2-5:2001, DICOM PS3.14:2000, CIE Pub. 15.2:1986, SMPTE RP133:1991.

NATIONAL SWAP SUPPORT

RADFORCE SERIES MONITORS are supported by a Swap program administered from official service centres in Sydney and Singapore. In the event of a field failure, local swap inventory can be accessed by lodging a warranty claim form. Please download the warranty claim form from www.eizo-apac.com/support/warranty.

EIZO WARRANTY – CURRENT MODELS					
Type	Model	Max Brightness	Stable Brightness level	Warranted Brightness level	
Monochrome	10MP	GX1030	1,250 cd/m ²	500 cd/m ²	-
Monochrome	5MP	GX540	1,200 cd/m ²	500 cd/m ²	5 years (500 cd/m ²)
Monochrome	3MP	GX340	1,200 cd/m ²	500 cd/m ²	5 years (500 cd/m ²)
Monochrome	3MP	GX240	1,200 cd/m ²	500 cd/m ²	5 years (500 cd/m ²)
Monochrome	2MP	GS220	1000 cd/m ²	500 cd/m ²	-
Monochrome	1P	SMD 19102	1000 cd/m ²	400 cd/m ²	20,000 hrs (400 cd/m ²)
Colour	8MP	RX840	700 cd/m ²	400 cd/m ²	20,000 hrs (400 cd/m ² @7500K) 30,000 hrs (300 cd/m ² @7500K)
Colour	8MP	RX840MG	700 cd/m ²	500 cd/m ²	25,000 hrs (400 cd/m ² @7500K) 10,000 hrs (500 cd/m ² @7500K)
Colour	6MP	RX650	800 cd/m ²	400 cd/m ²	20,000 hrs (400 cd/m ² @7500K)
Colour	4MP	RX440	750 cd/m ²	400 cd/m ²	20,000 hrs (400 cd/m ² @7500K) 30,000 hrs (300 cd/m ² @7500K)
Colour	3MP	RX340	1000 cd/m ²	400 cd/m ²	20,000 hrs (400 cd/m ² @7500K) 30,000 hrs (300 cd/m ² @7500K)
Colour	3MP	RX320	900 cd/m ²	400 cd/m ²	10,000 hrs (400 cd/m ² @7500K) 20,000 hrs (300 cd/m ² @6500K)
Colour	2MP	RX240	760 cd/m ²	400 cd/m ²	20,000 hrs (400 cd/m ² @7500K) 30,000 hrs (300 cd/m ² @7500K)
Clin. PACS	1MP	MX191	300 cd/m ²	-	5yrs / 30,000 hrs
Clin. PACS	2MP	MX210	300 cd/m ²	-	5yrs / 30,000 hrs
Clin. PACS	2MP	MX215	420 cd/m ²	180 cd/m ²	5yrs / 10,000 hrs
Clin. PACS	2MP	MS230W	300 cd/m ²	-	5yrs / 30,000 hrs
Clin. PACS	2MP	MX241W	320 cd/m ²	-	5yrs / 30,000 hrs
Clin. PACS	2MP	MX270W	300 cd/m ²	170 cd/m ²	5yrs / 10,000 hrs
TouchScreen	2MP	MS235WT	260 cd/m ²	-	3 yrs

EIZO SE-ASIA & OCEANIA

SE-ASIA: 3 Changi South Street 3, SINGAPORE, 486351. Tel +65 6592 0135, email: sales@eizo-apac.com
ARCADIA CERTIFIED IMAGING PTE LTD (A EIZO SOUTH EAST ASIA COMPANY) # 201326713R

OCEANIA: 15/78 Reserve Road Artarmon NSW 2064, AUSTRALIA. Tel +61 2 9462 7500 email: sales@eizo.com.au
ARCADIA CORPORATION PTY LTD (A EIZO OCEANIA) ABN 5207570277

Website: www.eizo-apac.com



EIZO WARRANTY - END OF LIFE MODELS

Type	Model	Max Brightness	Stable Brightness level	Brightness Level Warranty
Monochrome 5MP	GS521	700 cd/m ²	500 cd/m ²	5yrs / 30,000 hrs
Monochrome 5MP	GS520	700 cd/m ²	500 cd/m ²	5yrs / 30,000 hrs
Monochrome 5MP	GX530	1,200 cd/m ²	500 cd/m ²	5 yrs / 40,000 hrs
Monochrome 3MP	GS310	700 cd/m ²	450 cd/m ²	5yrs / 20,000 hrs
Colour 3MP	R31	400 cd/m ²	250 cd/m ²	5yrs / 10,000 hrs
Colour 2MP	RX211	600 cd/m ²	300 cd/m ²	5yrs / 10,000 hrs
Colour 2MP	R22	250 cd/m ²	150 cd/m ²	3yrs / 10,000 hrs
Monochrome 3MP	GX320	1000 cd/m ²	450 cd/m ²	5yrs / 40,000 hrs
Monochrome 3MP	GS320	1000 cd/m ²	450 cd/m ²	5yrs / 40,000 hrs
Monochrome 2MP	GX220	1000 cd/m ²	500 cd/m ²	5yrs / 40,000 hrs
Colour 4MP	RX430	1000 cd/m ²	400 cd/m ²	10,000 hrs (400 cd/m ² @7500K) 20,000 hrs (300 cd/m ² @7500K)
Colour 2MP	RS210	300 cd/m ²	150 cd/m ²	5yrs / 10,000 hrs
Colour 2MP	RX220	900 cd/m ²	400 cd/m ²	5yrs / 10,000 hrs
Clin. PACS 1MP	MX170	250 cd/m ²	Not specified	5yrs / 30,000 hrs
Clin. PACS 1MP	MX190S	280 cd/m ²	Not specified	5yrs / 30,000 hrs
Clin. PACS 2MP	MX220	350 cd/m ²	Not specified	5yrs / 30,000 hrs
Clin. PACS 2.3MP	MX240W	320 cd/m ²	Not specified	5yrs / 30,000 hrs
Clin. PACS 4MP	MX300W	300 cd/m ²	Not specified	5yrs / 30,000 hrs

RADIFORCE SURGICAL MONITORS (L & E series): Please refer to separate document.

This document must be read as an addenda to official manufacturer's statements as seen at:
<http://www.eizo.com/global/support/warranty/index.html>

EIZO SE-ASIA & OCEANIA

SE-ASIA: 3 Changi South Street 3, SINGAPORE, 486351. Tel +65 6592 0135, email: sales@eizo-apac.com
 ARCADIA CERTIFIED IMAGING PTE LTD T/A EIZO South East Asia, Company # 201097138

OCEANIA: 15/78 Reserve Road Artarmon NSW 2064, AUSTRALIA. Tel +61 2 9462 7500 email: sales@eizo.com.au
 ARCADIA CORPORATION PTY LTD T/A EIZO OCEANIA ABN 5251670277

Website: www.eizo-apac.com



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Support

[Product Documentation](#)
[Display Compatibility](#)
[VESA Standard](#)
[Multi-Monitor Connection Guide](#)
[Ergonomics](#)
[FAQ](#)
[OSHPPD](#)
[Warranty](#)

Warranty

All Ergotron® and OmniMount® durable products will remain free of defects in material and workmanship for a period of five (5) years from the date of receipt of the product, subject to any exclusions and limitations as set forth below.

- Ten-year warranty on all LX and MX Ergotron Products, purchased on or after August 1, 2014
- Three-year warranty on all Neo-Flex® Ergotron Products
- One-year warranty on electronic components
For example: Auto Lock Drawers, Auto Lock Systems, Keyboard Lights, User Interface, Coiled Cord, Battery Harness, Cables from User I/F to Power Module (excludes AA batteries)
- Two-year warranty on Power Modules by Ergotron
- Sealed Lead-acid (SLA) Power Systems, SLA Batteries
 - Two-year warranty on all SLA power system components by Ergotron
 - Up to one-year capacity warranty on SLA batteries (refer to Further Exclusions and Limitations section)
 - Six-month warranty against Manufacturer's Defects on SLA batteries, or as mandated by local law
- Lithium Iron (LiFe) Power Systems, LiFe Batteries
 - LiFe battery capacity is warranted for two years or 1200 discharge cycles, whichever comes first (refer to Further Exclusions and Limitations section)
 - Five-year warranty against Manufacturer's Defects on LiFe factory-installed batteries (excludes LiFe replacement batteries). Factory-installed LiFe batteries are covered at 100% for the first three years; coverage for years four and five are prorated at 1/60th per month (refer to Further Exclusions and Limitations section)
- Service Programs – 30-day warranty
- Refurbished StyleView Carts – One-year warranty for Mechanical Components and Power Module (excludes batteries and cosmetic defects). The appropriate battery-type warranty applies
- Original Equipment Manufacturer (OEM) Products resold by Ergotron are warranted by the respective manufacturer

Further Exclusions and Limitations

SLA Batteries:

- In Dual SLA battery systems, replacement of both batteries must occur at the same time (in accordance with the Ergotron User Manual), or the Warranty is automatically void
- Warranties on SLA batteries (fully-charged or fully-uncharged) left in an unused state for more than three (3) consecutive months are automatically void
- Factory-installed SLA batteries, and replacement SLA batteries carry a Six-month Warranty Against Manufacturer's Defects and a 90-day Performance Warranty, or as mandated by local law
- The 90-day Performance Warranty on factory-installed SLA batteries (excludes SLA replacement batteries) is extended to one-year provided that:
 1. StyleLink software is installed and remains continuously operational to show compliance with exclusions and limitations
 2. SLA Battery is not discharged below 25% capacity more than 25 times as recorded by the StyleLink software history
 3. SLA Battery is fully recharged at least once every 36 hours as recorded by the StyleLink software history

LiFe Batteries:

- LiFe batteries that fail to deliver 70% of their rated capacity during the first 1200 discharge cycles of battery life are deemed not to have met performance standards (capacity retention)
- The LiFe battery discharge cycle is defined as starting at the fully-charged state through the fully discharged

state and back to the fully-charged state. Discharge cycle counts are calculated by the software within the battery. Contact Ergotron | OmnMount Brand | Site Map | Legal and Privacy | Warranty

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These warranties do not cover product abuse, modification, and failure to adhere to product instructions, improper operations and/or misuse. Ergotron is not responsible for damage arising from failure to follow instructions relating to the product's intended use. Ergotron is not responsible for injury or loss caused by or associated with the installation and/or use of equipment in any manner other than in strict conformance with the instructions set forth in its installation manuals, supplemental assembly and installation instruction sheets, technical bulletins and/or product literature. You will provide Ergotron immediate written notice of any personal injury resulting from the use of Ergotron products.

Ergotron does not warrant damages or defects to the Ergotron product under the following conditions: an Act of God, unauthorized service or repair of the Ergotron products, damage from electrical power problems, usage of parts or components not supplied by Ergotron, failure to follow product instructions and guidelines, unauthorized changes to the Ergotron product, shipping damage (other than original shipment from Ergotron), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external sources.

Exclusive Remedy

Warranty Repair: In the event that any Ergotron equipment becomes defective in material or workmanship during the warranty period, Ergotron will determine with you if the product defect is covered under warranty. Ergotron, at its sole discretion, may replace or repair the unit determined to be under warranty at a designated Ergotron location or at your location. The labor costs associated with the repair of the product may be the responsibility of Ergotron if determined to be under warranty. You must receive pre-approval by Ergotron for the labor costs prior to repair or replacement of warranty products. You must contact Ergotron to obtain a Return Material Authorization (RMA) number. An RMA number may be obtained by contacting Ergotron Customer Care online or by telephone within your specific region. Contact information is available to you on the Ergotron web site at www.ergotron.com. Performance of any repair or replacement on product under warranty does not renew or extend the warranty period.

Non-Warranty Repair: You may return a product for repair that is not covered by warranty only if you have received a preapproved RMA number from Ergotron Customer Care. Labor costs and freight charges associated with non-warranty repair will be the sole responsibility of the customer, reseller or installer/integrator. A standard repair fee, specific to the product, is charged for any product that is repaired outside of the warranty period. Repairs on products out of warranty also carry a 90-day warranty, effective the day that you receive the item after repair.

For products that are not covered under warranty, Ergotron offers you the following options:

1. You may upgrade to a newer, functionally equivalent product at a normal MSR list price.
2. Ergotron will return the product to you.
3. You can request in writing that Ergotron appropriately dispose of the product for you. A fee may apply for this service as designated by local law.

Non-Defective Products: You are notified if, after examining and testing a returned product, Ergotron concludes that the product is not defective. The product is returned to you and you would be responsible for the freight charges associated with the return.

Warranty Disclaimer

Except as expressly set forth in this Limited Warranty and to the greatest extent allowed by law, Ergotron makes no other representations, warranties or conditions, express or implied, including any implied representations, warranties or conditions of merchantability, fitness for a particular purpose, non-infringement, and non-interference. Ergotron does not warrant that your use of the Ergotron product will be uninterrupted or error free. Any implied warranties that may be imposed by law are limited in duration to the Limited Warranty period, to the greatest extent allowed by law. Some states or countries do not allow a limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages for consumer products. In such states or countries, some exclusions or limitations of this Limited Warranty may not apply to you. This Limited Warranty is subject to change without notification.

Ergotron devices are not intended to cure, treat, mitigate or prevent any disease.

Warranty Transferability

This Limited Warranty is available only to the original end consumer and is non-transferable. For this warranty to be valid, the Ergotron product must have been purchased directly from an authorized distributor, reseller and/or authorized representative of Ergotron.

Ergotron Limited Warranty Terms and Conditions

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Limited Warranty Guide

Fujitsu Imaging Products



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I. Limited Warranty Summary

Limited Warranty Summary for Fujitsu Scanner Products

Locate your specific product model from the list below to identify your Limited Warranty period and applicable service method. For a complete description of the end user Limited Warranty, please refer to the Limited Warranty and Services Guide for Fujitsu Imaging Products included with the original product packaging.

Model	Limited Warranty Period / Service Method
ScanSnap S1100 Series ScanSnap S1300 Series ScanSnap iX500 Series ScanSnap SV600 Series fi-65F	1 Year Depot Service

To upgrade your standard warranty or to purchase post warranty support, call your local Fujitsu Authorized Reseller or contact Fujitsu at (800) 626-4686.

II. Limited Warranty Guide

WELCOME

Congratulations on the purchase of a Fujitsu Imaging Product! Fujitsu Imaging Products are designed to give Fujitsu end users the highest performance and reliability. All Fujitsu Imaging Products are covered by the following Limited Warranty:

LIMITED WARRANTY FOR FUJITSU IMAGING PRODUCTS

Fujitsu Computer Products of America, Inc. ("FCPA") provides the following Limited Warranty on Fujitsu Imaging Products (excluding spare parts and consumables) distributed by FCPA or through FCPA's authorized distribution channels.

FCPA warrants that a Fujitsu Imaging Product, from the time of sale through the Limited Warranty period applicable to the Product, will be free of defects in materials or workmanship and will conform to the performance specifications applicable for the particular Fujitsu Imaging Product.

All Fujitsu Imaging Products are subject to the Warranty Exclusions described below. A Fujitsu Imaging Product found to be defective or which does not conform to the product specifications will be repaired or replaced with new or refurbished product at FCPA's option.

Purchasers may determine the applicable Limited Warranty period for the Fujitsu Imaging Product purchased by calling (800) 626-4686, option 2, by visiting <http://us.fujitsu.com/scanners/warranty> or by reviewing the Limited Warranty Summary Card enclosed with the Fujitsu Imaging Product.

Proof of purchase is required to demonstrate eligibility for warranty service.

WARRANTY EXCLUSIONS

FCPA's Limited Warranty does not apply to a Fujitsu Imaging Product that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including (a) by a failure to properly package and ship the Imaging Product back to FCPA for warranty service in accordance with FCPA's then current Packaging and Shipping Guidelines, including failure to replace the shipping restraint prior to shipping, or by a failure to remove the shipping restraint prior to use; (b) resulting from the user's installation, system integration, programming, re-installation of user

operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the product or any component (including breakage of a connector, cover, glass, pins, or seal); (c) from service, modification or repair not performed by FCPA or a service provider authorized by FCPA or by tampering, use of counterfeit or other non-Fujitsu components, assemblies, accessories, or modules; (d) by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance including use of cleaning products or other accessories not approved by FCPA or use in contravention of recommended procedures or specifications; (e) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product or failure to provide electro-static discharge (ESD) protection; (f) by failure to install firmware updates or releases available for the product and (g) by such other supplemental exclusions published from time to time online at <http://us.fujitsu.com/scanners/warranty>, or by calling (800) 626-4686, Option 2.

FCPA provides no Limited Warranty for products purchased from countries other than the United States. Purchasers of products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase. FCPA provides no Limited Warranty for products that are purchased as part of a third party manufacturer's product, computer system or other electronic device. Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

The replacement product assumes the remainder of the Limited Warranty period applicable to the defective product or thirty (30) days, whichever is longer.

Disclaimer and Limitation of Liability

EXCEPT AS OTHERWISE STATED IN THE LIMITED WARRANTY, FCPA MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO FUJITSU IMAGING PRODUCTS. FCPA DISCLAIMS ANY LIABILITY FOR INDIRECT, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST DATA, LOST REVENUE, LOST PROFITS, OR REPLACEMENT PRODUCT COSTS ARISING OUT OF THE PURCHASE, USE, OR PERFORMANCE OF FUJITSU IMAGING PRODUCTS, UNDER ANY THEORY OF LIABILITY, EVEN IF FCPA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME END USERS. FCPA DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AFTER THE PERIOD OF LIMITED WARRANTY, AND DISCLAIMS ANY IMPLIED WARRANTY ARISING FROM A COURSE OF PERFORMANCE, DEALING, USAGE, OR TRADE PRACTICE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO

SOME PURCHASERS. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE. THE PRICE OF PRODUCTS DISTRIBUTED BY FCPA OR ITS AUTHORIZED DEALERS REFLECTS THE ALLOCATION OF RISK ARISING FROM THE WARRANTY EXCLUSIONS AND THIS DISCLAIMER AND LIMITATION OF LIABILITY.

If there is any conflict between other sections of this guidebook and the Limited Warranty, the terms of the Limited Warranty prevail.

HOW TO OBTAIN LIMITED WARRANTY SERVICE

Fujitsu Imaging Products are supplied with Information on unpacking, setup, installation and operation. Careful reading of the manual will answer most of the technical questions the end user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, you may visit our website at:

<http://us.fujitsu.com/scanners/warranty> or contact:

FCPA's Technical Assistance Center ("TAC") (800) 626-4686, Option 2

TAC is available Monday- Friday (excluding FCPA holidays) 5 a.m. to 5 p.m. PST.

Before placing the call, the eligible purchaser should have the Fujitsu Imaging Product model number, part number, serial number and proof of purchase available. The eligible purchaser should also be prepared to provide a description of the problem.

TAC personnel will assist the end user in resolving the problem over the phone. The end user may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the Fujitsu Imaging Product or another component and if the problem can be resolved over the phone. If TAC determines a hardware problem exists that is covered either under the Limited Warranty or a purchased Service Program, a Return Material Authorization Number (RMA) will be assigned as needed, a service request will be initiated and repair or replacement procedures will follow.

Packaging and Shipping Guidelines

Purchaser must ship all warranty returns in careful compliance with the Packaging and Shipping Guidelines. Failure to do so will void the Fujitsu Imaging Product's warranty. FCPA advises the purchaser to keep the original box and packing

materials for storing or shipping. The purchaser must return only the Fujitsu Imaging Product. Prior to shipment, purchaser must remove and retain all "add-on" items, (i.e. adapters, cables, software, manuals, etc.). FCPA accepts no responsibility for these items and they will not be returned with the repaired or replacement Fujitsu Imaging Product. All products should be returned to FCPA in the original shipping container, or an authorized packaging box for the units being returned. Purchaser must install the shipping restraint before the Fujitsu Imaging Product is shipped. When the original packaging is not available, contact FCPA's Technical Assistance Center ("TAC") at (800) 626-4686, option 2, for part numbers and replacement packaging ordering information.

Product Return Procedure

Eligible purchasers seeking services for Fujitsu Imaging Products covered under this Limited Warranty must obtain a Return Material Authorization number ("RMA") by calling (800) 626-4686, option 2, and within ten (10) business days from the date of issuance of the RMA must return the Fujitsu Imaging Product to the address designated in the RMA at the end user's own expense and risk, in compliance with FCPA's then current Packaging and Shipping Guidelines.

Any defective products or parts replaced by FCPA become the property of FCPA.

Customer Responsibility

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. FCPA IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR LOST OR DAMAGED DATA OR FILES.

Disclaimer

FCPA RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS PROCEDURES FOR OBTAINING WARRANTY AS SET FORTH IN THIS DOCUMENT.

WARRANTY SERVICE DESCRIPTIONS

Fujitsu Computer Products of America, Inc. ("FCPA") offers a range of service programs to support its Limited Warranty and to assist with the use and care of the Fujitsu Imaging Product ("Service Methods"). A Fujitsu Imaging Product represents an important investment. Fujitsu Imaging Products gives the productivity needed to stay competitive. The sudden loss of this productivity, even temporarily, could seriously affect the ability to meet commitments. Downtime can be very expensive, not just in the cost of the repair but also in time lost. To help alleviate these problems,

FCPA may use one of the service methods listed below, depending upon product type, in providing service under its Limited Warranty.

Included with selected Fujitsu Imaging Products is a Limited Warranty Summary Card. The Limited Warranty Summary Card is specific by model. The Limited Warranty Summary Card contains important warranty Information, including the model number and the Limited Warranty. Please refer to the limited Warranty Summary Card to determine the available Service Methods applicable to the particular Fujitsu Imaging Product. If the Limited Warranty Summary Card cannot be located, additional information may be obtained about the product, including updated warranty and service program information and restrictions, online at <http://us.fujitsu.com/scanners/warranty> or by phone at (800) 626-4686, option 2.

To avoid service delays, FCPA urges end users to complete the online warranty registration form at the first opportunity. You may register online at www.onlineregister.com/fujitsu/ or by phone at (800) 626-4686, option 2.

FCPA also provides a variety of service programs that may be purchased to assist with the use and care of the Fujitsu Imaging Product. See your Service 360 booklet for additional information.

FCPA is committed to providing its customers with quality, performance, reliability and service under the Limited Warranty

On-Site Service

For selected Fujitsu Imaging Products, and after TAC verifies a hardware problem, a service call will be opened and logged. An FCPA Authorized Field Service Engineer will be dispatched to the product location to perform repair service if the product is located within the contiguous forty-eight (48) United States, in certain areas of Alaska and Hawaii, and if there are no security, safety or physical requirements that would restrict the Authorized Field Service Engineer's access to the product. For additional information on service areas, please visit our website at: www.imagingService.com. On-Site Service will be provided between the hours of 8 a.m. and 5 p.m. local time, Monday through Friday (excluding FCPA holidays).

Advance Exchange

Advance Exchange Program may be one of the easiest and most comprehensive service offerings in the industry. In the unlikely event of a product defect, for eligible purchasers of certain Fujitsu Imaging Products, FCPA will replace that product within two business days.

The Advanced Exchange Program provides advance replacement on specific failed or broken Fujitsu scanners. To be eligible to take advantage of the Advance Exchange Program, the eligible purchaser must obtain an RMA number, sign an Advance Replacement Agreement and provide a credit card deposit to secure the replacement product. The RMA number should be kept in the event that the status of the replacement product needs to be checked. The eligible purchaser will be asked for the address where the replacement product is to be shipped. The eligible purchaser will also be faxed packing and shipping instructions for the malfunctioning product. The eligible purchaser will then receive a replacement product within 2 business days after the service call initiation and FCPA's receipt of the signed agreement. The malfunctioning product must be received by FCPA within ten (10) days of the end user's receipt of the replacement product or the end user's credit card will be charged the list price of the replacement product.

Shipment of replacement Imaging Product will be made at FCPA's expense and choice of freight carrier. Shipments not made under FCPA's directions and choice of freight carrier may void the Limited Warranty.

Before the product is returned to FCPA, be sure to remove all options and accessories (which include power cord, documentation, etc.) that are not covered by the Limited Warranty. The box and packaging in which the replacement product was shipped must be used to return the malfunctioning product. If the malfunctioning product is not returned in the box and packaging in which the replacement product was shipped the Limited Warranty may be voided. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product.

Depot Service

If the Fujitsu Imaging Product is not eligible for Advance Exchange or On-Site Service, an eligible purchaser may utilize our Depot Repair Service. The eligible purchaser will be instructed to ship the product to the nearest authorized Depot Repair Center. Product must be shipped at the eligible purchaser's risk and expense to the repair center. Before the product is returned to the repair center, be sure to remove all options and accessories (which include power cord, documentation, etc.) not covered by the Limited Warranty. All products should be returned to FCPA in the original shipping container, or in a recommended packing box. The Fujitsu Imaging Product must have the shipping restraint installed before it is shipped. When the original packaging is not available, contact FCPA's Technical Assistance Center ("TAC") at (800) 626-4686, option 2, for ordering information. Eligible purchasers seeking services for Fujitsu Imaging Products must

obtain a Return Material Authorization number ("RMA") by calling (800) 626-4686, option 2, and within ten (10) business days from the date of issuance of the RMA must return the Fujitsu Imaging Product to the address designated in the RMA at the end user's own expense and risk, in accordance with FCPA's then current Packaging and Shipping Guidelines. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product. Upon receipt of the product, the repair center will repair product within ten (10) business days. The repaired product will be shipped back two-day express mail at no expense to the eligible purchaser.

Important Restrictions

Eligibility: The Advance Exchange Program and the Depot Service are available to eligible purchasers in the fifty (50) United States, and On-Site Service is available in the contiguous forty-eight (48) states and in certain areas of Alaska and Hawaii for products purchased from authorized distributors of FCPA. The Fujitsu Imaging Product will be ineligible for any service under warranty if the product falls under any of FCPA's then-current Warranty Exclusions, including a purchaser's failure to return defective products to FCPA in compliance with FCPA's then current Packaging and Shipping Guidelines. Persons are only considered "eligible purchasers" or "end users" if they originally purchased the Fujitsu Imaging Product for their own personal or business use, and not for resale.

Consumables: Consumables are items that wear out under normal use and must be replaced by the end user as needed. Consumables, supplies, other expendable items and those items identified as being the user's responsibility in the Operator's Guide, Cleaning and Maintenance Guide or Reference Manual are not covered under the Limited Warranty.

If any of the above excluded parts or services are required, they may be available through an authorized service provider at their hourly rates and at terms then in effect.

Any defective products or parts replaced by FCPA become the property of FCPA.

III. Contact Information

HOW TO CONTACT FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.

For Information on Fujitsu Imaging Products

Web Site: <http://us.fujitsu.com/scanners/warranty>

Phone: (800) 626-4686, option 2

For U.S. Service, Repair and Technical Assistance by Telephone

Telephone technical support is available Monday-Friday between the hours of 5 a.m. to 5 p.m. (PST) excluding FCPA holidays. Phone: (800) 626-4686, option 2.

For Technical Documentation and FAQ's available 24 hours a day

Web Site:

www.fujitsu.com/us/services/computing/peripherals/scanners/support/index.html

For Service Program Information

Web Site: www.ImagingService.com

Phone: (800) 301-9475

About Fujitsu Computer Products of America, Inc.

Fujitsu Computer Products of America, Inc., a subsidiary of Fujitsu Ltd., is an established leader in the Document Imaging industry, delivering innovative scanning solutions and services that enable our customers to solve critical business productivity issues and streamline operations. We provide cuttingedge document capture for business and personal environments, backed by a comprehensive portfolio of service and support programs.

Fujitsu Computer Products of America, Inc.,

<http://us.fujitsu.com/fcpa>

1250 East Arques Avenue, Sunnyvale CA 94085-5401. (800) 626-4686

(888) 425-8228 info@fcpa.fujitsu.com

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FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.

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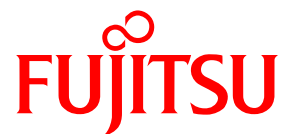
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Limited Warranty Guide and Service

Fujitsu Imaging Products



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I. Limited Warranty Summary

Limited Warranty Summary for Fujitsu Scanner Products

Locate your specific product model from the list below to identify your Limited Warranty period and applicable service method. For a complete description of the end user Limited Warranty, please refer to the Limited Warranty and Services Guide for Fujitsu Imaging Products included with the original product packaging.

Model	Limited Warranty Period / Service Method
ScanSnap N1800 fi-5015C fi-6110	1 Year Depot Service
fi-7160 Series fi-7260 Series fi-7180 Series fi-7280 Series	1 Year Advance Exchange Service
fi-5530C Series fi-6670 Series fi-6770 Series fi-6010N	3 Months On-Site Service
fi-5900C Series fi-6800 Series	3 Months On-Site Service

To upgrade your standard warranty or to purchase post warranty support, call your local Fujitsu Authorized Reseller or contact Fujitsu at (800) 626-4686.

II. Limited Warranty Guide

WELCOME

Congratulations on the purchase of a Fujitsu Imaging Product! Fujitsu Imaging Products are designed to give Fujitsu end users the highest performance and reliability. All Fujitsu Imaging Products are covered by the following Limited Warranty:

LIMITED WARRANTY FOR FUJITSU IMAGING PRODUCTS

Fujitsu Computer Products of America, Inc. ("FCPA") provides the following Limited Warranty on Fujitsu Imaging Products (excluding spare parts and consumables) distributed by FCPA or through FCPA's authorized distribution channels.

FCPA warrants that a Fujitsu Imaging Product, from the time of sale through the Limited Warranty period applicable to the Product, will be free of defects in materials or workmanship and will conform to the performance specifications applicable for the particular Fujitsu Imaging Product.

All Fujitsu Imaging Products are subject to the Warranty Exclusions described below. A Fujitsu Imaging Product found to be defective or which does not conform to the product specifications will be repaired or replaced with new or refurbished product at FCPA's option.

Purchasers may determine the applicable Limited Warranty period for the Fujitsu Imaging Product purchased by calling (800) 626-4686, option 2, by visiting <http://us.fujitsu.com/scanners/warranty> or by reviewing the Limited Warranty Summary Card enclosed with the Fujitsu Imaging Product.

Proof of purchase is required to demonstrate eligibility for warranty service.

WARRANTY EXCLUSIONS

FCPA's Limited Warranty does not apply to a Fujitsu Imaging Product that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including (a) by a failure to properly package and ship the Imaging Product back to FCPA for warranty service in accordance with FCPA's then current Packaging and Shipping Guidelines, including failure to replace the shipping restraint prior to shipping, or by a failure to remove the shipping restraint prior to use; (b) resulting from the user's installation, system integration, programming, re-installation of user

operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the product or any component (including breakage of a connector, cover, glass, pins, or seal); (c) from service, modification or repair not performed by FCPA or a service provider authorized by FCPA or by tampering, use of counterfeit or other non-Fujitsu components, assemblies, accessories, or modules; (d) by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance including use of cleaning products or other accessories not approved by FCPA or use in contravention of recommended procedures or specifications; (e) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product or failure to provide electro-static discharge (ESD) protection; (f) by failure to install firmware updates or releases available for the product and (g) by such other supplemental exclusions published from time to time online at <http://us.fujitsu.com/scanners/warranty>, or by calling (800) 626-4686, Option 2.

FCPA provides no Limited Warranty for products purchased from countries other than the United States. Purchasers of products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase. FCPA provides no Limited Warranty for products that are purchased as part of a third party manufacturer's product, computer system or other electronic device. Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

The replacement product assumes the remainder of the Limited Warranty period applicable to the defective product or thirty (30) days, whichever is longer.

Disclaimer and Limitation of Liability

EXCEPT AS OTHERWISE STATED IN THE LIMITED WARRANTY, FCPA MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO FUJITSU IMAGING PRODUCTS. FCPA DISCLAIMS ANY LIABILITY FOR INDIRECT, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST DATA, LOST REVENUE, LOST PROFITS, OR REPLACEMENT PRODUCT COSTS ARISING OUT OF THE PURCHASE, USE, OR PERFORMANCE OF FUJITSU IMAGING PRODUCTS, UNDER ANY THEORY OF LIABILITY, EVEN IF FCPA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME END USERS. FCPA DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AFTER THE PERIOD OF LIMITED WARRANTY, AND DISCLAIMS ANY IMPLIED WARRANTY ARISING FROM A COURSE OF PERFORMANCE, DEALING, USAGE, OR TRADE PRACTICE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO

SOME PURCHASERS. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE. THE PRICE OF PRODUCTS DISTRIBUTED BY FCPA OR ITS AUTHORIZED DEALERS REFLECTS THE ALLOCATION OF RISK ARISING FROM THE WARRANTY EXCLUSIONS AND THIS DISCLAIMER AND LIMITATION OF LIABILITY.

If there is any conflict between other sections of this guidebook and the Limited Warranty, the terms of the Limited Warranty prevail.

HOW TO OBTAIN LIMITED WARRANTY SERVICE

Fujitsu Imaging Products are supplied with Information on unpacking, setup, installation and operation. Careful reading of the manual will answer most of the technical questions the end user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, you may visit our website at:

<http://us.fujitsu.com/scanners/warranty> or contact:

FCPA's Technical Assistance Center ("TAC") (800) 626-4686, Option 2

TAC is available Monday- Friday (excluding FCPA holidays) 5 a.m. to 5 p.m. PST.

Before placing the call, the eligible purchaser should have the Fujitsu Imaging Product model number, part number, serial number and proof of purchase available. The eligible purchaser should also be prepared to provide a description of the problem.

TAC personnel will assist the end user in resolving the problem over the phone. The end user may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the Fujitsu Imaging Product or another component and if the problem can be resolved over the phone. If TAC determines a hardware problem exists that is covered either under the Limited Warranty or a purchased Service Program, a Return Material Authorization Number (RMA) will be assigned as needed, a service request will be initiated and repair or replacement procedures will follow.

Packaging and Shipping Guidelines

Purchaser must ship all warranty returns in careful compliance with the Packaging and Shipping Guidelines. Failure to do so will void the Fujitsu Imaging Product's warranty. FCPA advises the purchaser to keep the original box and packing

materials for storing or shipping. The purchaser must return only the Fujitsu Imaging Product. Prior to shipment, purchaser must remove and retain all "add-on" items, (i.e. adapters, cables, software, manuals, etc.). FCPA accepts no responsibility for these items and they will not be returned with the repaired or replacement Fujitsu Imaging Product. All products should be returned to FCPA in the original shipping container, or an authorized packaging box for the units being returned. Purchaser must install the shipping restraint before the Fujitsu Imaging Product is shipped. When the original packaging is not available, contact FCPA's Technical Assistance Center ("TAC") at (800) 626-4686, option 2, for part numbers and replacement packaging ordering information.

Product Return Procedure

Eligible purchasers seeking services for Fujitsu Imaging Products covered under this Limited Warranty must obtain a Return Material Authorization number ("RMA") by calling (800) 626-4686, option 2, and within ten (10) business days from the date of issuance of the RMA must return the Fujitsu Imaging Product to the address designated in the RMA at the end user's own expense and risk, in compliance with FCPA's then current Packaging and Shipping Guidelines.

Any defective products or parts replaced by FCPA become the property of FCPA.

Customer Responsibility

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. FCPA IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR LOST OR DAMAGED DATA OR FILES.

Disclaimer

FCPA RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS PROCEDURES FOR OBTAINING WARRANTY AS SET FORTH IN THIS DOCUMENT.

WARRANTY SERVICE DESCRIPTIONS

Fujitsu Computer Products of America, Inc. ("FCPA") offers a range of service programs to support its Limited Warranty and to assist with the use and care of the Fujitsu Imaging Product ("Service Methods"). A Fujitsu Imaging Product represents an important investment. Fujitsu Imaging Products gives the productivity needed to stay competitive. The sudden loss of this productivity, even temporarily, could seriously affect the ability to meet commitments. Downtime can be very expensive, not just in the cost of the repair but also in time lost. To help alleviate these problems,

FCPA may use one of the service methods listed below, depending upon product type, in providing service under its Limited Warranty.

Included with selected Fujitsu Imaging Products is a Limited Warranty Summary Card. The Limited Warranty Summary Card is specific by model. The Limited Warranty Summary Card contains important warranty Information, including the model number and the Limited Warranty. Please refer to the limited Warranty Summary Card to determine the available Service Methods applicable to the particular Fujitsu Imaging Product. If the Limited Warranty Summary Card cannot be located, additional information may be obtained about the product, including updated warranty and service program information and restrictions, online at <http://us.fujitsu.com/scanners/warranty> or by phone at (800) 626-4686, option 2.

To avoid service delays, FCPA urges end users to complete the online warranty registration form at the first opportunity. You may register online at www.onlineregister.com/fujitsu/ or by phone at (800) 626-4686, option 2.

FCPA also provides a variety of service programs that may be purchased to assist with the use and care of the Fujitsu Imaging Product. See your Service 360 booklet for additional information.

FCPA is committed to providing its customers with quality, performance, reliability and service under the Limited Warranty

On-Site Service

For selected Fujitsu Imaging Products, and after TAC verifies a hardware problem, a service call will be opened and logged. An FCPA Authorized Field Service Engineer will be dispatched to the product location to perform repair service if the product is located within the contiguous forty-eight (48) United States, in certain areas of Alaska and Hawaii, and if there are no security, safety or physical requirements that would restrict the Authorized Field Service Engineer's access to the product. For additional information on service areas, please visit our website at: www.imagingService.com. On-Site Service will be provided between the hours of 8 a.m. and 5 p.m. local time, Monday through Friday (excluding FCPA holidays).

Advance Exchange

Advance Exchange Program may be one of the easiest and most comprehensive service offerings in the industry. In the unlikely event of a product defect, for eligible purchasers of certain Fujitsu Imaging Products, FCPA will replace that product within two business days.

The Advanced Exchange Program provides advance replacement on specific failed or broken Fujitsu scanners. To be eligible to take advantage of the Advance Exchange Program, the eligible purchaser must obtain an RMA number, sign an Advance Replacement Agreement and provide a credit card deposit to secure the replacement product. The RMA number should be kept in the event that the status of the replacement product needs to be checked. The eligible purchaser will be asked for the address where the replacement product is to be shipped. The eligible purchaser will also be faxed packing and shipping instructions for the malfunctioning product. The eligible purchaser will then receive a replacement product within 2 business days after the service call initiation and FCPA's receipt of the signed agreement. The malfunctioning product must be received by FCPA within ten (10) days of the end user's receipt of the replacement product or the end user's credit card will be charged the list price of the replacement product.

Shipment of replacement Imaging Product will be made at FCPA's expense and choice of freight carrier. Shipments not made under FCPA's directions and choice of freight carrier may void the Limited Warranty.

Before the product is returned to FCPA, be sure to remove all options and accessories (which include power cord, documentation, etc.) that are not covered by the Limited Warranty. The box and packaging in which the replacement product was shipped must be used to return the malfunctioning product. If the malfunctioning product is not returned in the box and packaging in which the replacement product was shipped the Limited Warranty may be voided. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product.

Depot Service

If the Fujitsu Imaging Product is not eligible for Advance Exchange or On-Site Service, an eligible purchaser may utilize our Depot Repair Service. The eligible purchaser will be instructed to ship the product to the nearest authorized Depot Repair Center. Product must be shipped at the eligible purchaser's risk and expense to the repair center. Before the product is returned to the repair center, be sure to remove all options and accessories (which include power cord, documentation, etc.) not covered by the Limited Warranty. All products should be returned to FCPA in the original shipping container, or in a recommended packing box. The Fujitsu Imaging Product must have the shipping restraint installed before it is shipped. When the original packaging is not available, contact FCPA's Technical Assistance Center ("TAC") at (800) 626-4686, option 2, for ordering information. Eligible purchasers seeking services for Fujitsu Imaging Products must

obtain a Return Material Authorization number ("RMA") by calling (800) 626-4686, option 2, and within ten (10) business days from the date of issuance of the RMA must return the Fujitsu Imaging Product to the address designated in the RMA at the end user's own expense and risk, in accordance with FCPA's then current Packaging and Shipping Guidelines. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product. Upon receipt of the product, the repair center will repair product within ten (10) business days. The repaired product will be shipped back two-day express mail at no expense to the eligible purchaser.

Important Restrictions

Eligibility: The Advance Exchange Program and the Depot Service are available to eligible purchasers in the fifty (50) United States, and On-Site Service is available in the contiguous forty-eight (48) states and in certain areas of Alaska and Hawaii for products purchased from authorized distributors of FCPA. The Fujitsu Imaging Product will be ineligible for any service under warranty if the product falls under any of FCPA's then-current Warranty Exclusions, including a purchaser's failure to return defective products to FCPA in compliance with FCPA's then current Packaging and Shipping Guidelines. Persons are only considered "eligible purchasers" or "end users" if they originally purchased the Fujitsu Imaging Product for their own personal or business use, and not for resale.

Consumables: Consumables are items that wear out under normal use and must be replaced by the end user as needed. Consumables, supplies, other expendable items and those items identified as being the user's responsibility in the Operator's Guide, Cleaning and Maintenance Guide or Reference Manual are not covered under the Limited Warranty.

If any of the above excluded parts or services are required, they may be available through an authorized service provider at their hourly rates and at terms then in effect.

Any defective products or parts replaced by FCPA become the property of FCPA.

III. Service 360

We've got you covered from every angle

At Fujitsu, we offer a vast array of services and extended warranty programs to help you get the most from your scanning investment. From on-site, depot, unit replacement and supplementary services to consumable kits, Fujitsu has a service program to fit your needs. Some benefits of a service agreement include:



BUDGET CONTROL

The best protection against out-of-pocket repair costs – Equipment that is well maintained provides trouble-free service, so it makes sense to protect it. All service is performed by our highly trained technicians who do more than just fix the problem at hand; they also solve potential problems before they become expensive repairs and inspect your system to ensure peak performance... saving you time and money!

VALUE

Service Agreements make sense – At Fujitsu, we also want to make sure that you are getting your money's worth from your purchase. With ScanCare, you will be contacted at scheduled intervals based on your particular scanner model for your preventative maintenance visit(s). If however, you would like a custom schedule, simply notify our technical assistance center of your preferred service dates.

FLEXIBILITY

Select a packaged service or create your own – We offer **Basic** on-site service that includes parts, labor and travel. Or, you may consider upgrading to ScanCare for the most thorough coverage available. **ScanCare** includes our Basic service plus preventative maintenance visit(s), consumables and cleaning supplies and operator instruction covering regular maintenance. Basic and ScanCare is available with either Next Business Day, 4 hour or 24/7 response time. If you prefer an on-site alternative, we offer **Advance Exchange** overnight unit replacement or **Depot** 5-day unit repair (available on most models). To create a custom service program, consider adding one of the following options to our packaged services listed above: **Single-Event PM** (preventative maintenance), **Co-Term Basic** monthly service (sold in conjunction with year contracts to synchronize multiple units/installations), **Installation, Training** or a **ScanAid** consumables kit.

DEPENDABILITY

Prompt, reliable service, the cornerstone on which our business and our reputation are built—At Fujitsu, we have built a reputation of trust by providing our customers with the ultimate in service and dependability. As the manufacturer, we recognize the importance of providing the old-fashioned, personalized service you deserve and the state-of-the-art products you demand. Our goal is to be responsive to your needs... whether it's for routine maintenance or an unexpected repair!

PRODUCTIVITY

Comprehensive Mobile Parts Inventory – Each service vehicle is stocked with an extensive parts inventory to ensure that we can fix the vast majority of problems when we get to your place of business... avoiding unnecessary callbacks. We install only genuine Fujitsu parts and consumables that have been thoroughly tested for safety and durability

EXPERIENCE

Professionally Trained and Experienced Personnel – The majority of service is delivered by our own uniformed, factory-trained personnel whose imaging expertise is among the best in the industry. As the manufacturer, we provide a level of service second to none. Our technicians will work quickly and carefully—keeping your place of business as clean as if it were their own.

DELIVERY

Service performance is more than just response time – We know time is money. At Fujitsu, we measure our service level performance from the time you call to the time you're scanner is back up and running. Response time is important, but it's only half of the service equation.

PRIORITY

Technical Support and on-site arrival – All contract customers bypass call queues to a dedicated imaging specialist. Likewise, on-site contract visits receive priority over other calls.

A Fujitsu service program is one way of ensuring that your system is in top condition and performing efficiently. Remember the days of the full-service gas station, that's how we deliver service to our valued customers like you. Our friendly service engineer will not only fix your immediate problem—we inspect and address potential problems before they cause downtime. Protect your investment with Fujitsu service and support. No one knows Fujitsu scanners better than Fujitsu.



Fujitsu Service

Protect Your Investment

Your Fujitsu scanner represents an important investment and is at the heart of your document imaging system. The sudden loss of productivity, even temporarily, could seriously affect your ability to meet your commitments. How much would it cost to have equipment and employees idle? What is the cost of downtime to your business? When you consider the costs of downtime, loss of equipment use, and risk of losing customers due to missed deadlines, Fujitsu service agreements are a worthwhile investment.

Service agreements protect you from the expense of repair in the event of equipment failure and improve overall productivity. Repair costs continue to rise. Because of today's constantly changing technology, repairs are often more complex. A service agreement will cover the unexpected expense of costly repairs and give you peace of mind. We recognize there are many firms offering to service your Fujitsu scanner. Fujitsu would like you to know that we foster an environment built on service excellence, quality and value, passion and determination, and most importantly results. You, our valued customer, are the most important asset to Fujitsu and your satisfaction is the key to our success. Rest assured, when you give us your business, the entire Fujitsu team is working together to insure your satisfaction.

IV. Contact Information

HOW TO CONTACT FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.

For Information on Fujitsu Imaging Products

Web Site: <http://us.fujitsu.com/scanners/warranty>

Phone: (800) 626-4686, option 2

For U.S. Service, Repair and Technical Assistance by Telephone

Telephone technical support is available Monday-Friday between the hours of 5 a.m. to 5 p.m. (PST) excluding FCPA holidays. Phone: (800) 626-4686, option 2.

For Technical Documentation and FAQ's available 24 hours a day

Web Site:

www.fujitsu.com/us/services/computing/peripherals/scanners/support/index.html

For Service Program Information

Web Site: www.ImagingService.com

Phone: (800) 301-9475

About Fujitsu Computer Products of America, Inc.

Fujitsu Computer Products of America, Inc., a subsidiary of Fujitsu Ltd., is an established leader in the Document Imaging industry, delivering innovative scanning solutions and services that enable our customers to solve critical business productivity issues and streamline operations. We provide cuttingedge document capture for business and personal environments, backed by a comprehensive portfolio of service and support programs.

Fujitsu Computer Products of America, Inc.,

<http://us.fujitsu.com/fcpa>

1250 East Arques Avenue, Sunnyvale CA 94085-5401. (800) 626-4686

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Support

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Warranty Terms for Mobile Products and Desktops

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Notebooks, Mini-Notebooks, Tablet PCs

How to Obtain Warranty Service

Contact [Fujitsu Service and Support](#) should your Product become defective during the Warranty Period.

Postage, insurance and shipping costs incurred in returning your product to Fujitsu America, Inc. Depot location, or Fujitsu Canada, Inc. Central Repair Depot (Fujitsu America, Inc. and Fujitsu Canada, Inc. are each referred to as "Fujitsu" herein.), and its return to you are covered by Fujitsu. Postage, insurance and shipping costs incurred in returning your product to Authorized Solution Provider ("ASP") for warranty service are your responsibility. Fujitsu and its ASPs are not responsible for any loss or damage to the product until it is received by Fujitsu or its ASP or for any accessories or missing parts. A product returned for warranty service must be shipped complete (except for any manuals and software bundled with the product) in its original packing material or equivalent so as not to be damaged while in transit. Fujitsu warranty obligations only arise upon receipt of the defective product at its designated warranty service center.

Warranty Periods

Fujitsu America, Inc. Mobile Computing Products	Warranty Period ^{1, 2}
Fujitsu LIFEBOOK® Products²	
LIFEBOOK A, B, E, N, P, Q, S, T and V Series	1 or 3 Years
LIFEBOOK C, L, M, U Series and P2000 Series	1 year
Fujitsu STYLISTIC® Products²	
STYLISTIC Q550 Tablet PC	1 Year
STYLISTIC ST8000 Tablet PC	1 or 3 Years
STYLISTIC ST5000/ST5000D Tablet PC	1 or 3 Years
STYLISTIC ST4000 Tablet PC	1 or 3 Years
STYLISTIC ST4000P Tablet PC	3 Years
Additional Products	
All batteries, regardless of Model/Series ³	1 year
All accessories purchased at any time. These include, but are not limited to: All external CD-ROM drives, CD-RW drives, DVD/CD-RW combo drives, DVD drives, memory modules, floppy disk drives, docking stations, port replicators, AC adapters, auto-airline adapters, and battery chargers. ³	1 year
Refurbished computers - regardless of Model/Series, including batteries and accessories purchased with computer	90 days
Accessories - Multi-Inline Battery Charger modules, Charge Only Cradle	90 days
Cases, handstraps, pen tethers and screen protectors, color lids, and other consumables	30 days

THIS INTERNATIONAL LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHERS, WHICH VARY FROM STATE TO STATE.

¹ At the time of purchase you may select a 1 or 3 year International Limited Warranty.

² The internal models on Fujitsu America, Inc. mobile computers are only qualified for use with telephone systems in selected countries, including the United States and Canada.

³ Some accessories sold separately are covered by their respective manufacturer's warranty and are not warranted by Fujitsu America, Inc.

⁴ Effective August 15, 2002.

Mobile Support

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Contact Support

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[†] Beginning on date of purchase.

[‡] For batteries, note that a rechargeable battery is a consumable item and after a period of normal use or over time, the battery's ability to hold an electrical charge will be diminished. A battery that has reduced capacity or has failed because it has been consumed via normal use or over time is not covered under warranty. The battery is only warranted during the Warranty Period for failure due to defects in materials and workmanship.

Registration

Registering your system with Fujitsu America, Inc. only takes a few minutes and will provide you with:

- Product updates on your LIFEBOOK or STYLISTIC.
- Information on accessories to enhance your ownership experience.

You may register your LIFEBOOK or STYLISTIC in one of three easy ways:

1. Online through the Fujitsu America, Inc. [Product Registration Site](#)
2. Electronically through the Fujitsu Welcome Center Icon on your desktop (not included on Refurbished products)
3. Call Fujitsu at: 1-800-8FUJITSU (1-800-838-5487)

Fujitsu International Help Desk Contacts

Please see the INTERNATIONAL section of the [Fujitsu Service and Support Contact Page](#).

International Limited Warranty Terms and Conditions

End-User Product International Limited Warranty

This end-user international limited warranty ("Warranty") is extended by Fujitsu America, Inc. to the original purchaser ("Purchaser") of the Fujitsu America, Inc. product ("Product") accompanied by this Warranty and is not transferable.

What is Covered

Fujitsu America, Inc. warrants the Product against defects in material or workmanship under normal use for the applicable warranty period listed below ("Warranty Period"), beginning from the date of original purchase by Purchaser. If the Product becomes defective during the Warranty Period, Fujitsu America, Inc. will, at its option and without charge, repair the Product with new or reconditioned components or parts, or replace the Product with a reconditioned product of the same or functionally equivalent model.

What This Warranty Does Not Cover

This Warranty does not cover and shall be void for defects or damages resulting from casualty, accident, transportation, misuse or abuse, neglect, alterations, service or repair by other than Fujitsu America, Inc. or its ASPs, improper installation, operation or maintenance, improper connections with peripherals, or other causes not arising out of defects in materials or workmanship. This Warranty does not cover Products used as short term rental equipment. Fujitsu America, Inc. and its Solution Providers are not responsible for damage to or loss of any programs, data, or removable storage media, whether it occurs during warranty or other repair service.

Warranty Service Return to Depot

Fujitsu America, Inc. offers Purchaser a Return to Depot service for the applicable Warranty Period which includes repair of all defects in materials and workmanship (i.e., labor and parts therefore); provided that the fault has occurred under the normal operation of the Products detailed in the User's Guide. Parts removed from a Product during Warranty Service will become the property of Fujitsu America, Inc. Fujitsu America, Inc. spare parts used during Warranty Service assume the remaining warranty coverage of the Product they are used on or the 90 day replacement part warranty, whichever is longer. The Product shall be considered as repaired when it fulfills tests performed according to the original Product specifications.

Preinstalled or Bundled Software

Fujitsu America, Inc. and its suppliers make no warranty or representation, either express, implied or statutory, with respect to software provided with the Product and licensed to Purchaser, its quality, performance, merchantability, or fitness for a particular purpose. Nor does Fujitsu America, Inc. warrant that the functions contained in the software will be uninterrupted or error free. The software is provided "AS IS", except if expressly warranted by the licensor in the applicable software license agreement, and is subject to the terms and conditions of the software license agreement contained in or accompanying the software. In no event will Fujitsu America, Inc., its ASPs, dealers, distributors or other resellers be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect in the software or its documentation, even if advised of the possibility of such damages.

Data Storage Media

The only effective protection for data stored in a computer, such as on a hard drive, is the regular backing up of that data by you, the Purchaser. ASPs shall not be responsible for any software programs, data or other information stored or used on any media or part of any Product returned to Fujitsu America, Inc. or its ASPs for warranty service or other repair including the costs of recovering such programs or data. If during the warranty service or repair of the Product the contents of the hard drive or any other data storage media are altered, deleted, modified or lost, Fujitsu America, Inc. and its ASPs are not responsible. It is solely your responsibility as the Purchaser to back up any software programs, data, or information stored on any storage media or any part of a Product returned for warranty service or repair to Fujitsu America, Inc. or its ASPs.

Warranty Disclaimer and Limitations

THIS WARRANTY STATEMENT FOR THE PRODUCT AND THE SOFTWARE IS IN LIEU OF ALL CONDITIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY INCLUDING BUT NOT LIMITED TO ANY IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PART OF FUJITSU AMERICA INC., ITS SUPPLIERS OR ITS AUTHORIZED SOLUTIONS PROVIDERS. ALL IMPLIED OR STATUTORY WARRANTIES TO THE EXTENT THAT THEY CANNOT BE EXCLUDED ARE LIMITED TO THE EFFECTIVE PERIOD OF THE EXPRESS WARRANTY SET FORTH HEREIN. FUJITSU WARRANTS THAT THE HARDWARE PRODUCT, PURCHASED FROM FUJITSU AMERICA INC. OR FROM AN AUTHORIZED FUJITSU RESELLER BY THE ORIGINAL PURCHASER, IS FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE. IF THE PRODUCT IS DEFECTIVE IN MATERIALS OR WORKMANSHIP, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. HOWEVER IF THAT REMEDY FAILS OF ITS ESSENTIAL PURPOSE, FUJITSU AMERICA, INC. RESERVES THE RIGHT TO REFUND THE PURCHASE PRICE OF THE PRODUCT TO THE PURCHASER IN EXCHANGE FOR THE RETURN OF THE PRODUCT. FUJITSU AMERICA, INC., ITS SUPPLIERS AND ITS AUTHORIZED SOLUTION PROVIDERS SHALL NOT BE LIABLE FOR ANY DAMAGES INCLUDING, BUT NOT LIMITED TO, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF USE OR DATA, LOSS OF PROFITS OR INTERRUPTION OF BUSINESS, WHETHER SUCH ALLEGED DAMAGES ARE BASED IN WARRANTY, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY, BUT EXCLUDING PERSONAL INJURY), CONTRACT, OR INDEMNITY. EXCEPT TO THE EXTENT PROHIBITED BY LAW, THIS IS THE EXCLUSIVE WRITTEN LIMITED WARRANTY OF THE ORIGINAL PURCHASER. FUJITSU AMERICA, INC. WARRANTY PROGRAM IS VALID ONLY FOR PRODUCT(S) PURCHASED IN NORTH, CENTRAL AND SOUTH AMERICA.

State Law Rights

SOME STATES IN THE U.S. OR PROVINCES IN CANADA DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Options and Limitations

Service Programs

Every Fujitsu America, Inc. notebook or Tablet PC computer is covered by a limited warranty designed to meet user-specific service and support. For added convenience and investment protection the following programs are available:

Service Program Options

Extended Warranty [I 8.12](#)

The Standard International Limited Warranty is the base warranty program included with the unit. The standard warranty covers defects in materials and workmanship for a period of one year or three years from the date of unit purchase, depending on the configuration. If the unit becomes defective during the warranty period, Fujitsu will repair or replace it. If the unit needs to be sent out for repair, Fujitsu pays shipping to and from the Fujitsu depot. By purchasing the Extended Warranty, the customer can extend coverage up to five years total on select configurations.

Onsite Plan [I 9](#)

Onsite Plan coverage provides next business day onsite non-physical damage related warranty repairs within the contiguous U.S., plus most parts of Alaska and Hawaii and most Canadian population centers. If in the event an onsite repair has been attempted and there was no resolution, Fujitsu reserves the right to request that the failed machine be sent to the Fujitsu Repair Depot for repair. This minimizes the downtime for the customer and ensures that the machine is promptly repaired. Fujitsu will pay for shipping to and from the Fujitsu depot. The Standard International Limited Warranty is also included in this program. Customer can extend coverage up to five years total on select configurations.

Accidental Damage Protection Program ^{7, 8, 10, 11}

The Accidental Damage Protection (ADP) program covers damage caused by unintentional mishap. One incident per major part is covered per year. "Major parts" include such components as the screen (LCD), DVD/CD ROM drive, hard disk drive, memory, CPU, and Motherboard. Non-major parts are also covered and are not subject to the one incident per year restriction. If the unit needs to be sent out for repair, Fujitsu pays shipping to and from the Fujitsu depot. The Standard International Limited Warranty is also included in this program. Customer can extend coverage up to five years total on select configurations. (Available only in U.S. and Canada.)

Accidental Damage Protection Program for STYLISTIC Models ^{7, 14, 15}

The Accidental Damage Protection program covers unintentional, accidental damage during the warranty period. The program includes a onetime per year repair. Subsequent repairs will be subject to the Fujitsu Flat Rate Fee for repair. If the unit needs to be sent out for repair, Fujitsu pays shipping to and from the Fujitsu depot. The Standard International Limited Warranty is also included in this program. Coverage is three years total on select configurations. (Available only in U.S. and Canada.)

Onsite plus ADP ^{7, 8, 10, 11}

The Onsite plus ADP plan includes all of the features of the Onsite plan as well as the Accidental Damage Protection program. Customer can extend coverage up to five years total on select configurations.

Onsite plus ADP for STYLISTIC Models ^{7, 14, 15}

The Onsite plus ADP for STYLISTIC plan includes all of the features of the Onsite plan as well as the Accidental Damage Protection Program for STYLISTIC Models. Customer can extend coverage up to five years total on select configurations.

Screen Damage Protection Plan ^{7, 8, 11}

The screen is covered under the Standard International Limited Warranty against any defects in materials and workmanship. However, if the computer screen is accidentally cracked or damaged it must be replaced at the customer's expense. Screens are not repairable and must be replaced. The replacement cost can approach the total cost of the unit. Customers may purchase additional coverage under the Screen Damage Protection Plan which allows the customer to have damaged screens replaced up to two times during a one-year period. If the unit needs to be sent out for repair, Fujitsu pays shipping to and from the Fujitsu depot. The Screen Damage Protection Plan is only available in the U.S. and Canada. Customer can extend coverage up to three years total.

Onsite with Screen Damage Protection Plan ^{7, 8, 11}

The Onsite with Screen Damage Protection Plan includes all of the features of the Onsite plan as well as the Screen Damage Protection Plan. Customer can extend coverage up to three years total.

⁷ Subject to International Limited Warranty terms and conditions.

⁸ For mini-notebook products, customer can extend coverage up to 3 years total.

⁹ Not available on mini-notebook products.

¹⁰ Available only for corporate customers, who purchase notebooks, mini-notebooks and tablet PCs mainly for use in a business environment and have a minimum order quantity of fifty units (for U.S. orders only) or minimum order quantity of five units (for Canada orders only).

¹¹ Available only for end-user customers, who purchase notebooks and tablet PCs mainly for personal use.

¹² Term of warranty options varies for STYLISTIC models.

¹³ Not available for STYLISTIC models.

¹⁴ Available only for STYLISTIC models.

¹⁵ Available only for corporate customers, who purchase STYLISTIC models mainly for use in a business environment and have a minimum order quantity of fifty units (for U.S. orders only) or minimum order quantity of five units (for Canada orders only).

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Desktops

How to Obtain Warranty Service

If an incident occurs, you should call the Fujitsu technical support line to report the problem (800-8FUJITSU). Select Option 1 (Desktop) and then Option 2 (Desktop Onsite Customer) when prompted. The Fujitsu technical support team will ask a series of questions designed to determine the cause of failure. Depending on the system type, and the cause of failure, Fujitsu will initiate the appropriate repair activity. Technical support is provided Monday through Friday (7AM – 7PM Central Time), excluding observed holidays. For calls received after 3:00 PM

Central Time the service technician may require an additional business day to arrive at your location. The actual time of service is dependent upon parts delivery to you for your local area. Once the part is received, the technician will contact you directly to schedule a specific time that is convenient to deliver the service.

Warranty Periods (Beginning from date of purchase)

Fujitsu ESPRIMO Desktop PC	Warranty Period
ESPRIMO PC Itself (Hardware only)	3 years
Keyboard and Mouse included in the original computer's box	3 years
All Accessories (not included in the original computer's box) purchased at any time	***

*** Some accessories sold separately are covered by their respective manufacturer's warranty and are not warranted by Fujitsu.

Registration

To take advantage of all the benefits that come with your desktop, register by calling 1-800-8FUJITSU. Please have available the information below before registering.

• Name	• Email address
• Company/Title (if applicable)	• Purchase date
• Address	• Place purchased (Store, City, State, Province, or Territory)
• Home phone number	• Product serial number
• Work phone number (if applicable)	• Model number

Fujitsu International Help Desk Contacts

International Help Desks Service, turnaround time, and parts availability depends on the country and product.

Fujitsu North America Help Desk Service & Support Phone: (U.S.A. and Canada) 1-800-8FUJITSU 24 hours a day, 7 days a week. Fujitsu Canada Web Site	Europe, Middle East and Africa (if your product was purchased outside of EMEA and you are in EMEA): Fujitsu Technology Solutions Phone: +49 89 358 480 226 Email: mutual_repair@ts.fujitsu.com Business Hours: 9:00 AM – 5:00 PM (GMT) Monday – Friday
Japan: Fujitsu Ltd Information Service Help Desk Phone: +81 3 5482 9625 Toll Free within Japan: 0120-89-2745 Business Hours: 9:00 AM – 5:00 PM (JST) Monday – Saturday	

Desktop Onsite Warranty Terms and Conditions

This desktop onsite warranty terms and conditions contain information about the warranty, services and maintenance applicable to your purchase of a desktop computer (the "Product"). You are referred to herein as "You" or "Purchaser."

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHERS, WHICH VARY FROM STATE TO STATE, PROVINCE TO PROVINCE, AND/OR TERRITORY TO TERRITORY.

What is Covered

Fujitsu warrants to You, as the original purchaser, that the Product, purchased from Fujitsu or from an authorized Fujitsu reseller is free from defects in materials and workmanship under normal use for the warranty period set forth above (the "Warranty Period"). If the Product becomes defective during the Warranty Period, Fujitsu will, at its option and without charge to You, repair the Product with new or reconditioned components or parts, or replace the Product with a new or reconditioned product which is the same as or functionally equivalent to the Product (collectively "Warranty Service"). However, if that remedy fails of its essential purpose, Fujitsu reserves the right at its sole option to refund the purchase price of the product to You in exchange for the return of the product.

Warranty coverage commences on the date You purchase the Product. Retain your sales or delivery receipt along with the warranty information.

Any parts removed from a Product during Warranty Service will become the property of Fujitsu. Fujitsu spare parts used during Warranty Service assume the remaining warranty coverage of the Product they are used on or the 90 day replacement part warranty, whichever is longer.

Product shall be considered as repaired when it fulfills tests performed according to original Product specifications.

What This Warranty Does Not Cover

Exclusions to the Fujitsu Warranty

The following conditions are not covered by the Warranty hereunder:

- Defects caused by the operation of the Product outside the usage parameters stated in User's Guide.
- Malfunctions caused by misuse or abuse, by improper installation, operation or maintenance, by improper connections or peripherals, by use of non-Fujitsu spare parts, by service modifications or repairs performed by a person not authorized by Fujitsu, or by other conditions not arising from defects in materials or workmanship in the Product.
- Malfunction or failure caused by accidental or intentional damage.
- Defects resulting from normal wear and tear.
- Diskettes, tapes, CDs, DVDs, or other parts of a consumable nature.
- Any transfer of ownership. Warranty is provided only to You, the original Purchaser.

Warranty Service Procedures

Desktop Onsite Service

Fujitsu provides onsite Warranty Service for the applicable Warranty Period which includes next business day onsite warranty repair of Products at your address registered with Fujitsu.

Restrictions: An adult 18 years or older must be present during service. A telephone diagnostics session is required to determine if an onsite dispatch is necessary. If an on-site dispatch is not necessary, as determined by Fujitsu, or deemed not suited to return a unit located in the field to proper working condition, the unit must be returned to the Fujitsu Repair Depot as set forth below.

Return to Depot Service

If in the event an onsite Warranty Service has been attempted and there was no resolution, or if Fujitsu determines that onsite repair is impractical for any reason, Fujitsu reserves the right to request that the failed machine be sent to the Fujitsu Repair Depot for Warranty Service. Fujitsu will pay for shipping to and from the Fujitsu depot.

Preinstalled or Bundled Software

Exclusion of Software; Exceptions

Fujitsu and its subsidiaries, affiliates, suppliers, solutions providers, and resellers disclaim all warranties, conditions and representations, whether express, implied or statutory, with respect to software and documentation provided with the Product and licensed to You, including but not limited to its quality, performance, merchantability, merchantable quality, or fitness for a particular purpose. Fujitsu and its subsidiaries, affiliates, suppliers, service providers, and resellers do not warrant that the functions contained in the software will be uninterrupted or error free.

The software and documentation are provided "AS IS," except and solely to the extent expressly warranted by the licensor in the applicable software license agreement, and are subject to the terms and conditions of the software license agreement contained in or accompanying the software. In no event will Fujitsu, its subsidiaries, affiliates, suppliers, service providers, or resellers be liable for indirect, special, incidental, or consequential damages resulting from any defect in the software or documentation however caused, even if advised of the possibility of such damages. Support of software, if desired by You, will be provided as a fee-based program. For further information regarding this optional program, go to our [Web Site](#) and click on the link for Desktop and Workstation Support.

Data Storage Media

The only effective protection for the data stored in a computer, such as on a hard disk, is for You to regularly back up that data. Fujitsu and its subsidiaries, affiliates, suppliers, service providers, and resellers shall not be responsible for any software programs, data or other information stored or used on any media or part of any Product returned to Fujitsu or its solutions providers for Warranty Service or other repair, including but not limited to the costs of recovering such programs, data, or other information. It is solely your responsibility as the Purchaser to back up any software programs, data, or information stored on any

storage media, or any part of a Product returned for Warranty Service or repair to Fujitsu or its service providers.

Warranty Disclaimer and Limitations

THE WARRANTIES STATED HEREIN ARE IN LIEU OF ALL CONDITIONS AND WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY, MERCHANTABILITY, QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE ON THE PART OF FUJITSU AND ITS SUBSIDIARIES, AFFILIATES, SUPPLIERS, SOLUTION PROVIDERS, AND RESELLERS. ALL IMPLIED OR STATUTORY CONDITIONS AND WARRANTIES TO THE EXTENT THAT THEY CANNOT BE EXCLUDED ARE LIMITED AS SET FORTH HEREIN. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, FUJITSU AND ITS SUBSIDIARIES, AFFILIATES, SUPPLIERS, SOLUTION PROVIDERS, AND RESELLERS SHALL NOT BE LIABLE FOR ANY DAMAGES INCLUDING, BUT NOT LIMITED TO, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF USE OR DATA, LOSS OF PROFITS, OR INTERRUPTION OF BUSINESS, REGARDLESS OF WHETHER SUCH ALLEGED DAMAGES ARE BASED ON THE WARRANTY HEREUNDER, TORT, OR CONTRACT (EVEN IN THE NATURE OF BREACH OF FUNDAMENTAL TERM). EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, THIS IS THE EXCLUSIVE WRITTEN INTERNATIONAL LIMITED WARRANTY OF THE ORIGINAL PURCHASER. SOME STATES, PROVINCES, OR TERRITORIES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS OF IMPLIED WARRANTIES OR CONDITIONS INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. FUJITSU'S WARRANTY PROGRAM IS VALID ONLY FOR PRODUCTS PURCHASED IN NORTH AMERICA. THIS LIMITED WARRANTY DOES NOT COVER ANY PRODUCT (A) THAT HAS BEEN THE SUBJECT OF ACCIDENT, MISUSE, NEGLIGENCE, OR ABUSE; (B) THAT HAS BEEN THE SUBJECT OF IMPROPER INSTALLATION, USE OR HANDLING; (C) THAT HAS BEEN REPAIRED, MODIFIED, OR ALTERED BY SOMEONE OTHER THAN FUJITSU OR AN FUJITSU AUTHORIZED SERVICE PROVIDER, OR (D) THAT HAS BEEN EXPOSED TO OPERATING OR ENVIRONMENTAL CONDITIONS IN EXCESS OF FUJITSU'S WRITTEN SPECIFICATIONS OR RECOMMENDATIONS. THIS LIMITED WARRANTY DOES NOT COVER SCRATCHES OR ABRASIONS TO THE PRODUCT'S SCREEN OR DISPLAY, INCLUDING DAMAGE CAUSED BY THE USE OF ANY WRITING TOOL OR OTHER INSTRUMENT NOT SPECIFICALLY DESIGNED FOR USE WITH THE PRODUCT.

State & Provincial Law Rights

SOME STATES IN THE U.S. OR PROVINCES IN CANADA DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Service Programs

Your Fujitsu computer is covered under the Warranty herein solely for the Warranty Period specified above. However, if you prefer to extend the coverage, you may extend the service plan for an additional one or two years. To extend the service plan, call 1-800-8FUJITSU (1-800-838-5487).

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<ul style="list-style-type: none"> Cloud Services Consulting Services Application Services Managed Infrastructure Services Customer Financing Services Product Support Services 	<ul style="list-style-type: none"> Notebooks and Tablet PCs State PCs Servers Storage Desktops and Workstations Point of Sale Software 	<ul style="list-style-type: none"> Automotive Financial Services Healthcare Retail Communications Education Manufacturing Government Small & Medium Business Dynamic Infrastructures Sustainability 	<ul style="list-style-type: none"> Notebook and Tablet Support Server and Storage Support Enterprise Software Support Desktop and Workstation Support Online Store How to Buy Locate a Fujitsu Reseller/Retailer 	United States Change 

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General Warranty Information

Published 01/22/2012 07:23 PM | Updated 07/07/2014 01:55 PM

What is the warranty for Imation products?

Media and Hardware Warranty

Warranties vary by product and by country of purchase. Please check www.imation.com and select your region to find warranty information.

NOTE: Warranty Claim Information for Imation South Asia Region can be found [here](#)

General Information:

The warranty for an Imation product accompanies that product. Please refer to the product labeling, packaging, and any package inserts to determine the specific warranty and terms applicable to your product. Please keep the original copy of your purchase receipt for any future warranty claim.

Warranties apply to the initial purchaser only. Please note that purchases from on-line auction sites do not qualify for warranty protection.

Coverage:

The warranty for any Imation product applies only to the original end-user purchaser.

The warranty period for each product is stated in the applicable warranty. Where used, the terms "life of the product" or "lifetime" mean the expected useful life of the product under normal use conditions.

The warranty covers only manufacturing defects present at the time of purchase.

Remedy

If a product is determined to be in violation of its warranty, Imation will, at its option, (a) repair the product, (b) replace the product, (c) replace with a different similar model or (d) refund the purchase price. All returns to Imation must be authorized before shipment.

Exceptions

Imation warranties do NOT apply to product failure resulting from wear from ordinary use, misuse, abuse, accident, neglect, mishandling, improper adjustment, installation or maintenance, or incorrect environments.

Contact [Imation Support](#) for more information.

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Storage Appliance Warranty & Support

Published 10/29/2012 07:00 AM | Updated 08/03/2014 06:05 PM

Document Download:

Download [Imation Warranty and Support Information for Imation Storage Appliances \(pdf\)](#)

Regional Details by Product:

Europe

Product	Standard Warranty Period	Standard Warranty Features (See Definitions)
DataGuard™ T5R, R4	3-year	Parts only. Next day response. Advanced replacement.
LTO-4/5 HH SAS Tape Drive (external)	3-year	Parts only. Next day response. Advanced replacement.
LR1100 LTO/RDX 1U Enclosure	3-year	Parts only. Next day response. Advanced replacement.
LR1100 LTO-4/5 HH SAS Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
L1200/L1400 LTO Tape Library & LTO 4/5 HH SAS & LTO 5 HH FC Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
RDX® A8	1-year	Parts only. Next day response. Advanced replacement.
InfiniVault™ Model 5/35	1-year	Parts only. Three day response. Advanced replacement.
RDX External & Internal Docks	3-year	Parts only. Next day response. Advanced replacement.

US

Product	Standard Warranty Period	Standard Warranty Features (See Definitions)
DataGuard™ T5R, R4	3-year	Parts only. Next day response. Advanced replacement.

LTO-4/5 HH SAS Tape Drive (external)	3-year	Parts only. Next day response. Advanced replacement.
LR1100 LTO/RDX 1U Enclosure	3-year	Parts only. Next day response. Advanced replacement.
LR1100 LTO-4/5 HH SAS Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
L1200/L1400 LTO Tape Library & LTO 4/5 HH SAS & LTO 5 HH FC Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
RDX® A8	1-year	Parts only. Next day response. Advanced replacement.
InfinVault™ Model 5/35/70	1-year	Parts only. Three day response. Advanced replacement.
RDX External & Internal Docks	3-year	Parts only. Next day response. Advanced replacement.

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Mobile Security
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Secure Identity
Secure Workspac

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North - Asia

Product	Standard Warranty Period	Standard Warranty Features (See Definitions)
DataGuard™ T5R, R4	3-year	Parts only. Next day response. Advanced replacement.
LTO-4/5 HH SAS Tape Drive (external)	3-year	Parts only. Next day response. Advanced replacement.
LR1100 LTO/RDX 1U Enclosure	3-year	Parts only. Next day response. Advanced replacement.
LR1100 LTO-4/5 HH SAS Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
L1200/L1400 LTO Tape Library & LTO 4/5 HH SAS & LTO 5 HH FC Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
RDX® A8	1-year	Parts only. Next day response. Advanced replacement.
InfinVault™ Model 5/35/70	1-year	Parts only. Three day response. Advanced replacement.
RDX External & Internal Docks	3-year	Parts only. Next day response. Advanced replacement.

South - Asia

Product	Standard Warranty Period	Standard Warranty Features (See Definitions)
DataGuard™ T5R, R4	3-year	Parts only. Next day response. Advanced replacement.
LTO-4/5 HH SAS Tape Drive (external)	3-year	Parts only. Next day response. Advanced replacement.
LR1100 LTO/RDX 1U Enclosure	3-year	Parts only. Next day response. Advanced replacement.

L1100 LTO-4/5 HH SAS Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
L1200/L1400 LTO Tape Library & LTO 4/5 HH SAS & LTO 5 HH FC Tape Drive	3-year	Parts only. Next day response. Advanced replacement.
RDX8 A8	1-year	Parts only. Next day response. Advanced replacement.
RDX External & Internal Docks	3-year	Parts only. Next day response. Advanced replacement.

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SSD - Warranty Period Based on Model and Serial Number

Published 01/29/2012 04:45 PM | Updated 04/25/2013 01:39 PM

Different SSD models have different warranty periods. The warranty period is stated on the product packaging. If the customer loses the packaging, they may not know what their warranty period is.

Use the SSD serial number to determine the warranty period (A is alpha, D is digit):

ADDDDDDDDDDD has a two year warranty.

DDDDDDDDDD-DDDD has a five year warranty.

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Warranty



Warranty

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Limited Warranty Terms and Conditions

The length of the limited warranty for the product you have purchased can be found on the product packaging. If you have additional questions about the length of your warranty you may contact IOGEAR's support department via email at support@iogear.com, via telephone at 949-453-8782 or toll free at 866-9-IOGEAR, or via fax at 949-453-8785.

IOGEAR warrants our products against defects in material and workmanship for the length of the warranty period which begins to run on the documented date of purchase. If this product proves to be defective within the warranty period, contact IOGEAR's support department for information on how to have your product repaired or replaced. IOGEAR will not issue a monetary refund for the product.

When returning the product, you must ship the product in its original packaging or in packaging that provides an equivalent degree of protection for the product during shipment. Place your proof of purchase inside the packaging and clearly print the RMA number on the outside of the package. IOGEAR's support department will provide you with the RMA number, but you will be responsible for the costs associated with shipping the product to IOGEAR. **Return requests that do not contain a proof of purchase, such as a store receipt, will not be processed.**

Removal or alteration of the factory-supplied serial number invalidates this warranty.

This warranty does NOT cover cosmetic damage. This warranty does NOT cover damage due to: acts of God; accident; misuse; abuse; neglect; modification; improper operation; improper maintenance; lack of maintenance; connection to improper equipment; or repairs conducted by a party other than IOGEAR. This warranty does NOT cover products sold AS IS or WITH FAULTS.

This warranty is only valid in the country in which the product was purchased. The return of a defective product will be handled by agents in the country in which the product was purchased.

EXCEPT FOR THE WARRANTIES SPECIFICALLY EXPRESSED IN THIS AGREEMENT, IOGEAR DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH THE EXCEPTION OF THOSE WARRANTIES WHICH ARE IMPLIED BY AND/OR INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION BY AN APPLICABLE LAW. THE TERM OF ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE LIMITED TO THE TERM OF THIS WARRANTY AGREEMENT. IOGEAR'S MAXIMUM LIABILITY IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR THIS PRODUCT PLUS ANY INTEREST ALLOWED BY LAW IF AN APPLICABLE LAW REQUIRES THE PAYMENT OF INTEREST. IOGEAR SHALL NOT BE LIABLE FOR PROPERTY DAMAGE, PERSONAL INJURY, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWEVER CAUSED AND HOWEVER ALLEGED, WITH THE EXCEPTION OF THOSE DAMAGES WHICH AN APPLICABLE LAW RENDERS INCAPABLE OF LIMITATION, EXCLUSION OR RESTRICTION. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS AND/OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

For technical questions regarding your IOGEAR product, please visit our Technical Information Library (TIL) at <http://www.iogear.com/support/>.

Protecting your privacy is important to IOGEAR. We strive to keep your personal information confidential. IOGEAR collects and uses your personal information to give you superior customer service, to provide you with convenient access to our products and services, and to make a wider range of products available to you. In addition, we use your personal information to keep you up to date on the latest product announcements, software updates, special offers, and other information we think you would like to hear about. From time to time, we may use your personal information to contact you to participate in a market research survey so that we can gauge customer satisfaction and develop better products. To ensure that your personal information remains confidential, we communicate these privacy guidelines to every IOGEAR employee. IOGEAR does not knowingly solicit personal information from children or send them requests for personal information.

In addition, IOGEAR follows the advice of industry initiatives such as the Online Privacy Alliance (<http://www.privacyalliance.org>) so that privacy rights are preserved on the Internet and in all aspects of electronic commerce. The IOGEAR Customer Privacy Policy is subject to change at any time. We encourage you to review the privacy policy regularly for any changes.

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- AVM
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- HDMI Switch
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- HDMI Adapter
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- Wireless Audio Adapter
- Wireless TV
- USB Hub
- Mouse AVM
- Wireless Video
- HDMI Extender

Product Categories

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- USB & AVM
- Security
- Networking
- AV Adapter Video Adapter

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- AVM Solutions

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Warranty Information

1 Year Limited Warranty on External USB Hard Drives and Optical Burners

Kanguru Solutions guarantees that this product will be free from defects in workmanship and materials for 1 year from the date of purchase. This product carries a 1 year limited* warranty on the enclosure, controller and all internal components. Kanguru Solutions is not responsible for any damages incurred in the shipping process. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* After the warranty expires, a \$10.00 service charge will be applied to all external USB hard drive and optical burner RMAs. Shipping back to the customer using UPS Ground service is covered for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways.

Close this window

1 Year Limited Warranty on all accessories

Kanguru Solutions guarantees that this product will be free from defects in workmanship and materials for 1 year from the date of purchase. This product carries a 1 year limited* warranty on the enclosure, controller and all internal components. Kanguru Solutions is not responsible for any damages incurred in the shipping process. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* Shipping back to the customer using UPS Ground service is covered for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways.

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1 Year Limited Warranty on Duplicators

Kanguru Solutions guarantees that every Kanguru Duplicator will be free from defects in workmanship and materials for 1 year from the date of purchase. This product carries a 1 year limited* warranty on the case, controller and all internal components. Kanguru Solutions is not responsible for any damages incurred in the shipping process. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* After the warranty expires, a \$30.00 service charge will be applied to all duplicator RMAs. Shipping back to the customer is covered using UPS Ground service for 1 year from the date purchase. After the warranty expires the customer is responsible for shipping both ways. *



As an industry leader, Kanguru is a solutions-driven manufacturer of secure, hardware encrypted data storage devices, robust remote management tools, flash drives, duplication equipment and more.

Proud Manufacturer of Quality Products

- Highly Secure, Government-Certified Flash Drives
- Highly Secure, Government-Certified External Drives
- Quick & Easy-to-Use Duplication Systems
- Convenient USB Devices
- Remote Management Tools
- Presentation Tools
- Optical Drives

Learn More

<http://kanguru.com/info/about-kanguru.shtml>

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3 Year Limited Warranty on Kanguru Flash Drives

Kanguru Solutions guarantees that this product will be free from defects in workmanship and materials for 3 years from the date of purchase. This product carries a 3 year limited* warranty. Kanguru Solutions is not responsible for any damages incurred in the shipping process. Any claims for loss or damage must be made to the carrier directly. Claims for shipping errors should be reported to Kanguru Solutions within three (3) working days of receipt of merchandise. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* Shipping back to the customer is covered using UPS Ground service for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways. *

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1 Year Warranty on Kanguru QSSD

Kanguru Solutions guarantees that every Kanguru QSSD will be free from defects in workmanship and materials for 1 year from the date of purchase. It guarantees the Solid State Drive installed in the device for 3-years. The enclosure and internal controller carry a 1 year limited* warranty. Kanguru Solutions is not responsible for any damages incurred in the shipping process. Any claims for loss or damage must be made to the carrier directly. Claims for shipping errors should be reported to Kanguru Solutions within three (3) working days of receipt of merchandise. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* After the warranty expires, a \$10.00 service charge will be applied to all QSSD RMAs. Shipping back to the customer is covered using UPS Ground service for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways. *

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2 Year Warranty on Kanguru Defender SSD

Kanguru Solutions guarantees that this product will be free from defects in workmanship and materials for 2 years from the date of purchase. This product carries a 2 year limited* warranty. Kanguru Solutions is not responsible for any damages incurred in the shipping process. Any claims for loss or damage must be made to the carrier directly. Claims for shipping errors should be reported to Kanguru Solutions within three (3) working days of receipt of merchandise. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* After the warranty expires, a \$10.00 service charge will be applied to all Defender SSD RMAs. Shipping back to the customer is covered using UPS Ground service for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways. *

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2 Year Warranty on Kanguru Virtual Defender

Kanguru Solutions guarantees that this product will be free from defects in workmanship and materials for 2 years from the date of purchase. This product carries a 2 year limited* warranty. Kanguru Solutions is not responsible for any damages incurred in the shipping process. Any claims for loss or damage must be made to the carrier directly. Claims for shipping errors should be reported to Kanguru Solutions within three (3) working days or receipt of merchandise. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* After the warranty expires, a \$10.00 service charge will be applied to all Virtual Defender RMAs. Shipping back to the customer is covered using UPS Ground service for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways. *

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1 Year Warranty on Kanguru Defender HDD

Kanguru Solutions guarantees that this product will be free from defects in workmanship and materials for 1 year from the date of purchase. This product carries a 1 year limited* warranty. Kanguru Solutions is not responsible for any damages incurred in the shipping process. Any claims for loss or damage must be made to the carrier directly. Claims for shipping errors should be reported to Kanguru Solutions within three (3) working days or receipt of merchandise. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* After the warranty expires, a \$10.00 service charge will be applied to all Defender HDD RMAs. Shipping back to the customer is covered using UPS Ground service for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways. *

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Extended Warranties on Duplicators

Extended warranties are available on select Kanguru Duplicator models. Extended warranties are available in 1 and 2 year periods and are added onto your Kanguru Duplicator original warranty package. While covered under warranty, Kanguru Solutions will furnish parts and labor services required to maintain the proper operating condition for the Kanguru Duplicator. Warranty covers against manufacturer defects only.

Extended warranties are available in 1 and 2 year periods and are added onto your Kanguru Duplicator original warranty package. While covered under warranty, Kanguru Solutions will furnish parts and labor services required to maintain the proper operating condition for the Kanguru Duplicator. Warranty covers against manufacturer defects only. The extended warranty plan will go into effect immediately following the completion of the original manufacturer's warranty period of one year. The extended warranty must be purchased within 60 days of the original purchase.

Extended Warranty Options:

1-Year Extended Warranty

Get an extra year of warranty added onto your Kanguru Duplicator's original warranty package. While covered under warranty, Kanguru Solutions will furnish parts and labor services required to maintain the proper operating condition for the Kanguru Duplicator. Warranty covers against manufacturer defects only.

The extended warranty plan will go into effect immediately following the completion of the original manufacturer's warranty period of one year. The extended warranty must be purchased within 60 days of the original purchase.

2-Year Extended Warranty

Get an extra two years of warranty added onto your Kanguru Duplicator's original warranty package. While covered under warranty, Kanguru Solutions will furnish parts and labor services required to maintain the proper operating condition for the Kanguru Duplicator. Warranty covers against manufacturer defects only.

The extended warranty plan will go into effect immediately following the completion of the original manufacturer's warranty period of one year. The extended warranty must be purchased within 60 days of the original purchase.

Key Features

- 1 extra year of warranty
- Free part repair/replacement for manufacturer defects
- Free upgrade to latest software/firmware version

Close this window

Key Features

- 2 extra years of warranty
- Free part repair/replacement for manufacturer defects
- Free upgrade to latest software/firmware version

Return Policy (Hardware)

0-30 Days: Kanguru Solutions offers a 30 day money back guarantee on all products excluding CD and DVD Duplicators, Hard Drive Duplicators, clearance items, custom orders and volume purchases. All returns must be accompanied by an RMA Number (Return Material Authorization) and copy of receipt or packing slip. No money is returned or credited until product has been received by Kanguru Solutions. All shipping costs incurred from a return shipment are the sole responsibility of the customer. RMA numbers can be obtained through our tech support department. RMA numbers expire after 14 days. (508) 376-4245

Beyond 30 Days: Kanguru Solutions DOES NOT offer money back once the initial 30 day period has expired. All returns beyond 30 days are governed by our warranty policy.

Exclusions: CD/DVD/Blu-ray Duplicators, Hard Drive Duplicators, USB Duplicators, clearance items, custom orders and volume purchases are all sold under an "All Sales Final" stipulation. These items cannot be returned for money back, however, these items are covered by standard warranty as explained above.

Return Policy (Software)

0-30 Days: Kanguru Solutions offers a 30 day money back policy on UNOPENED software titles only! All software returns must be in unopened, original packaging and accompanied by an RMA Number (Return Material Authorization) and copy of receipt or packing slip. No money is returned or credited until product has been received by Kanguru Solutions. All shipping costs incurred from a return shipment are the sole responsibility of the customer. RMA numbers can be obtained through our tech support department. (508) 376-4245

Beyond 30 Days: Kanguru Solutions DOES NOT offer money back once the initial 30 day period has expired.

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Legal Terms Regarding Duplication of Copyright Material

Please note that due to US law, Kanguru Duplicators do not support the duplication of copy-protected commercial material.

Close this window

1-Year Warranty on Defender DualTrust

Kanguru Solutions guarantees that this product will be free from defects in workmanship and materials for 1 year from the date of purchase. This product carries a 1 year limited* warranty. Kanguru Solutions is not responsible for any damages incurred in the shipping process. Any claims for loss or damage must be made to the carrier directly. Claims for shipping errors should be reported to Kanguru Solutions within three (3) working days of receipt of merchandise. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain an RMA required for service.

* Shipping back to the customer is covered using UPS Ground service for 1-year from the date purchase. After the warranty expires the customer is responsible for shipping both ways. *

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QuickLinks

Secure USB Devices
(<http://kanguru.com/secure-storage>
(<http://kanguru.com/secure-storage>))

Remote Management
(<http://kanguru.com/remote-management-suite.shtml>)

Duplication Systems
(<http://kanguru.com/duplication/duplication-systems.shtml>)

Standard Storage Drives
(<http://kanguru.com/storage-accessories/standard-storage>)

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Accessories (<http://kanguru.com/storage-accessories>)

Services

Sales (<http://kanguru.com/info/how-to-reach-us.shtml>)

Guru Blog (<http://store.kanguru.com/blogs/gurublog>)

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About Kanguru (<http://kanguru.com/info/about-kanguru.shtml>)

Contact Us

Kanguru Solutions
1360 Main Street
Mills, Massachusetts 02054
United States

Tel: (508) 376-4246

Fax: (508) 376-4462



(https://twitter.com/kanguru_news)



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Warranty Policy - Statement

Lantronix warrants each Lantronix product to be free from defects in material and workmanship for a period as specified by [product labeling](#) or product documentation. During this period, if a customer is unable to resolve a product problem and Lantronix Technical Support determines the product is defective, a Return Material Authorization (RMA) will be issued. Following receipt of an RMA number, the customer shall return the product to Lantronix, freight prepaid. Upon verification of warranty, Lantronix will – at its option – repair or replace the product and return it to the customer freight prepaid. If the product is not under warranty, the customer may have Lantronix repair the unit on a fee basis or return it. No services are handled at the customer's site under this warranty. This warranty is voided if the customer uses the product in an unauthorized or improper way, or in an environment for which it was not designed.

Lantronix warrants the media containing its software product to be free from defects and warrants that the software will operate substantially according to Lantronix specifications for a period of **60 DAYS** after the date of shipment. The customer will ship defective media to Lantronix. Lantronix will ship the replacement media to the customer.

In no event will Lantronix be responsible to the user in contract, in tort (including negligence), strict liability or otherwise for any special, indirect, incidental or consequential damage or loss of equipment, plant or power system, cost of capital, loss of profits or revenues, cost of replacement power, additional expenses in the use of existing software, hardware, equipment or facilities, or claims against the user by its employees or customers resulting from the use of the information, recommendations, descriptions and safety notations supplied by Lantronix. Lantronix liability is limited (at its election) to:

- Refund of buyer's purchase price for such affected products (without interest)
- Repair or replacement of such products, provided that the buyer follows the above procedures.

There are no understandings, agreements, representations or warranties, express or implied, including warranties of merchantability or fitness for a particular purpose, other than those specifically set out above or by any existing contract between the parties. Any such contract states the entire obligation of Lantronix. The contents of this document shall not become part of or modify any prior or existing agreement, commitment, or relationship.

For details on the Lantronix warranty replacement policy, [click here](#).

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Warranty Policy - By Product

Products by Category	Description	Warranty
Device Networking		
Embedded Device Servers		
MatchPort® b/g	Embedded Wireless Device Server	2 years
MatchPort b/g Pro	Embedded Wireless Device Server	2 years
MatchPort AR	Embedded Device Server	2 years
MatchPort NR	Embedded Ethernet Device Server	2 years
Micro	Embedded Device Server	1 year
Micro125	Embedded Device Server	2 years
MSSLite	Embedded Device Server	1 year
PremierWave® EN	Embedded Wi-Fi Application/Device Server	2 years
WiPort®	Embedded Wireless Device Server	2 years
WiPort NR	Embedded Device Server	2 years
xPico®	Embedded Device Server	5 years
xPico® Wi-Fi®	Embedded Wireless Device Server	5 years
xPico Wi-Fi Shield	Evaluation Kit	1 year
xPico IAP	Embedded Device Server	5 years
XPort® Direct™+	Embedded Device Server	2 years
XPort	Embedded Device Server	2 years
XPort AR	Embedded Processor Module	2 years
XPort Pro	World's Smallest Linux Networking Server	2 years
External Device Servers		
EDS-MD™	Multi-Port Medical Device Server	5 years
EDS8PR/16PR/32PR	Evolution Device Servers	2 years
EDS8PS/16PS	Evolution Device Servers (Desk)	2 years
EDS1100 / EDS2100	Hybrid Ethernet Terminal and Multiport Device Servers	2 years
EDS4100	Device Servers	2 years
IntelBox®-I/O	Industrial Device Server	2 years
MSS4	Device Servers	1 year
PremierWave® XC	GSM/GPRS Application/Device Server	5 years
PremierWave XC HSPA+	3.5G Intelligent Gateway and Application Server	5 years
PremierWave XN	Wi-Fi Application/Device Server	5 years
SecureBox® SDS1101	Single-Port Secure Device Server	2 years
SecureBox SDS2101	Dual-Port Secure Device Server	2 years
UDS-10	Device Servers	1 year
UDS1100	Device Servers	2 years
UDS2100	Device Servers	2 years
UDS1100-B	Device Servers	2 years
UDS1100-IAP	Device Servers	2 years
WiBox®	Dual-Port Wireless Device Server	2 years
WiSpan	Ethernet-to-Wireless Bridge	2 years
xDirect™	Device Server	5 years
xDirect-IAP	Industrial Device Server	5 years
XPress-DR+™	Industrial Device Server	2 years
XPress-DR+ Wireless	Wireless Industrial Device Server	2 years
XPress-DR	Industrial Device Server	1 year
XPress-DR-IAP	Industrial Device Server	1 year
XPress-Pro™ SW	Series Hardened Ethernet Switches	2 years
xSense™	Analog Device Server	5 years
IT/Data Center Management		
xPrintServer® - Mobile Print Servers		
xPrintServer - Cloud Print Edition	Mobile Print Server	2 years

xPrintServer - Home Edition	Mobile Print Server	1 year
xPrintServer - Network Edition	Mobile Print Server	1 year
xPrintServer - Office Edition	Mobile Print Server	2 years
Management Platform		
Lantronix SLM	Secure Management Appliance	2 years
vSLM	Virtual Secure Lantronix Management Appliance	90-day
Console Servers		
Lantronix SLC	Secure Console Managers	2 years
SCS100 / 200 / 400	Secure Console Servers	1 year
KVM-over-IP		
Lantronix Spider	Distributed KVM over IP	2 years
Lantronix SpiderDuo™	Compact Remote-KVM with Local Access	2 years
Remote Power Managers		
Lantronix SLP	Remote Power Manager	2 years
Branch Office Manager		
Lantronix SLB	Branch Office Manager	5 years
Lantronix SLB V2007	Branch Office Manager Note: Applies only to Parts SLB008411-02, SLB008412-02	2 years
Ethernet Terminal Servers		
ETS8PS / ETS16PS	Multiport Terminal & Device Servers	1 year
Print Servers		
MPS & LPS	Print Servers	1 year
EPS2-100	Print Servers	1 year

Warranty durations may vary based on specific country regulatory requirements.
Please contact your local sales representative.

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Extended Support: Services Selection Guide



Lantronix SupportLinX™ is a combination of valuable services that extend the warranty periods, improve your technical support and provide better protection for your important network equipment and data center assets.

Please select a product from the list below to see a list of applicable Service options:

[Selection Guide](#)

[EOL/End of Life](#)

Products

[Extended Service Terms and Options](#)

-- please choose --

Lantronix service options include the following:

Extended Warranty

- Extends warranty service and support coverage
- 11 x 5 toll-free technical support for US (domestic) and Canada
- 24 x 7 on-line knowledgebase

Advanced Replacement

- In the unlikely event of product failure, provides replacement equipment with minimal down-time
- Replacements shipped overnight where available

24 x 7 Technical Support

- Get special 24 x 7, toll-free technical support coverage from Lantronix's expert technical support team.

Instructions:

The above configuration utility makes it easy!

1. Select a model number and click **Show Options**
2. On the next page, select the Lantronix SupportLinX program option you'd like and click **Continue**
3. For reference, a summary of your selected options will be shown in a printable format.
4. Contact any authorized Lantronix reseller or distributor in the U.S. or Canada to place your order using the Service Part Number(s) provided. For assistance please contact our Customer Service department at 800-422-7055.
5. Upon placing your order, you will receive an email explaining how to register your model number(s), serial number(s) and other key information needed to activate your account.
6. When we receive your registration, Lantronix will send a confirmation and instructions on how to obtain services.
7. Lantronix Extended Support services are subject to our [Extended Service Terms and Conditions](#).

Qualifying Products:

	Extended Warranty	Advance Replacement	24x7 Support
EDSBPR/16PR/32PR	✓	✓	✓
SLC08/16/32/48	✓	✓	✓
SLM	✓	✓	✓
SLPH08	✓	✓	✓
SLPV16	✓	✓	✓

FREE STANDARD SHIPPING or \$5 two-day shipping on all orders. (U.S. only)

Order Status Login 955-888-7269 United States

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SHOP CASES

warranty full

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Need Help?

If you have any questions or need help with your account, you may [contact us](#) to assist you.

Customer Service Hours (MT)
 Monday - Friday, 9am - 5pm*
 Saturday, 9am - 5pm*
 Sunday, Closed
 Toll Free: 888-888-7269
 Local: 970-888-9446

Current call wait time
1 min

[CONTACT US FROM A MOBILE DEVICE](#)

Important:

Customer Service is currently experiencing a high call volume and response times are greater than expected.

OUR SERIES

ABOUT US

SUPPORT

BLOG

OTterBox 800

OTTERBOX LIMITED WARRANTY

Important:

Customer Service is currently experiencing a high call volume and response times are greater than expected.

Otter Products, LLC and its affiliated companies worldwide ("OtterBox") warrants our OtterBox products against defects in material or workmanship for a period of one year from the original date of purchase of the product by a consumer (the "Warranty Period"). OtterBox does not warrant, and is not responsible for, any smart phone or other device made by anyone other than OtterBox. If a material or workmanship defect arises with regard to any OtterBox product, and a valid claim is received within the Warranty Period, OtterBox will (1) repair the OtterBox product using new or refurbished parts or (2) replace the OtterBox product with a new or refurbished OtterBox product. For our Clearly Protected line of products only, (1) we provide the above warranty for the life of the product, provided the Clearly Protected product is used on only one device and has not been removed from that device at any time, and (2) we provide a one-time replacement of the product for defective installation of the product by the customer (including air bubbles that don't go away within 24 hours of installation). For purposes of this limited warranty, "refurbished" means a product or part that has been substantially returned to its original specifications. In the event of a defect, these are your exclusive remedies. OtterBox reserves the right to charge a small shipping and handling fee in connection with the fulfillment of any valid claim.

Exclusions and Limitations

Except for the limited warranty expressly set forth above or to the extent restricted or prohibited by applicable law, OtterBox expressly disclaims any and all other warranties express or implied, including any warranty of quality, merchantability, or fitness for a particular purpose, and you specifically agree that OtterBox shall not be liable for any special, incidental, indirect, punitive, or consequential damages for breach of any warranty of any type on any OtterBox product. In addition to and without limiting the generality of the foregoing disclaimer, the limited warranty does not, under any circumstances, cover the replacement or cost of any electronic device or personal property inside or outside of the OtterBox product.

New Product Launch Procedure

Within thirty (30) days of the launch of a new electronic device for which OtterBox provides a case, all returns and/or warranty claims must be directed to the retail location from which the customer purchased the OtterBox product. OtterBox will not take any returns and/or warranty claims during said 30 day period, except from those customers who purchased their OtterBox product directly from OtterBox.com or another OtterBox company e-commerce site.

What proof of purchase or proof of warranty coverage is required?

We pride ourselves on providing top-quality protective solutions for your mobile technology and take quality seriously. We are constantly evolving our designs to ensure our products do the best job to safeguard your investment. When requesting a warranty replacement, we will require proof that the claim is valid. In this regard, we may ask you to, for example, send a photograph of your damaged case, return your product to us for warranty coverage verification, send a photograph of your receipt for the purchase of the product, or provide each other proof to allow us to determine the validity of warranty coverage on your claim. In addition, for our Clearly Protected line of products, we will always require at least that you to provide us with your purchase receipt as proof of purchase and a picture of the damage to the product, and we may require you to send your product in to us. For certain products, we may require in the product packaging, packaging insert, or other material delivered with the product that warranty coverage is contingent on registration of the product.

In addition to the above, you may be selected at random to participate in our process to improve quality for you and future customers. Otter's working on quality control would greatly appreciate it if you could return your defective OtterBox product to us. If selected, and/or with your replacement product you will find a pre-paid return envelope. Seal the defective OtterBox product in the envelope and put in an outgoing mailbox.

We feel we have the best warranty in the business and we want to provide unsurpassed customer service, but we've seen cases where our generous warranty policy has been abused. The abuse of our warranty by a few means that we may have to inconvenience you on a valid warranty claim. **TO PROTECT THE VAST MAJORITY OF OUR CUSTOMERS WHO MAKE HONEST AND APPROPRIATE CLAIMS ON OUR WARRANTY, WE RESERVE THE RIGHT TO PURSUE ACTION, UP TO AND INCLUDING LEGAL ACTION, AGAINST THE FEW WHO ABUSE OUR WARRANTY POLICY.**

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Newsletter Sign up

Sign up to get special coupons, sneak peeks at new products, cool articles, company news and more!



*Source: The MPD Group/VeriLoc Tracking Service. Cell Phone Device Protection/VeriLoc 2012 - 12/2013

FREE STANDARD SHIPPING or \$5 two-day shipping on all orders. (U.S. only)

Order Status | Login | 855-686-7269 | United States

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Need Help?

If you have any questions or need help with your account, you may [contact us](#) to assist you.

Customer Service Hours (MT)
 Monday - Friday: 9am - 5pm*
 Saturday: 9am - 5pm*
 Sunday: Closed
 Toll Free: 855-686-7269
 Local: 970-893-8844

Current call wait time
1 min

[Contact Us from 1 Warranty Policy](#)

Important:
 Customer Service is currently experiencing a high call volume and response times are greater than expected.

OTTERBOX WARRANTY FORM

Important:

Customer Service is currently experiencing a high call volume and response times are greater than expected.

We stand by our products. That's why we guarantee them from material and workmanship defects for one year from the original date of purchase. Fill out the warranty form below and our Customer Service Officers will get you taken care of.

To read our full Product Warranty in layman speak, [click here](#).

Warranty Procedure

1. Identify your product
2. Submit your contact information
3. Upload a photo of your damaged case, using our nifty photo template
 1. Please review the example below [before](#) beginning the process.

Already submitted a warranty but haven't heard from us? Be sure to check your spam folder!

Example photo submissions:



- * Use our nifty photo template to help you fill out your warranty correctly. We'll need a photo of the full case, along with your handwritten name and signature, date, your product code and an arrow or two to show the damage.
- * Don't have a printer? No problem. We also accept warranty photos without a template. Just make sure you include your full case with your handwritten name and signature, date, your product code and an arrow or two to show the damage.

Experiencing battery issues in your Resurgence Power Case or Defender Series with iON intelligence case?

Yes No

Step 1: Find your product from an Order

Enter the order number AND the billing last name or billing postal code for the order.

[Click Search](#)

Or: Get started by choosing the device inside your OtterBox.



Step 2: Product Information

Can't find your product or need to warranty more than one part? Tell us about it below.

Important:
 Please do not enter your credit card information or any sensitive information in this field.

Description:

WooCommerce

Step 3: Contact Information

Email Address

* Email Address:

* Email Confirm:

Address

* - required field

* First Name:

* Last Name:

* Address 1:

Address 2:

* Country:

* State:

* City:

* Zip Code:

* Phone:

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Sign up to get special coupons, sneak peeks at new products, cool articles, company news and more!

enter your email address



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**Source: The MPD Group/Brand Tracking Service, Cell Phone Device Penetration, Sept 1 (2013) - 1 (2014)

855.249.7859

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Support Policy & Options



Our goal at Wasp Barcode Technologies is to exceed your expectations in product quality and value, product support, and customer service. To achieve this goal, Wasp gives customers a wide variety of product support options and offers free, unlimited technical support for the life of a product*.

Customer and product support are the hallmarks of the Wasp brand. Wasp takes your experience with our people and our products seriously and strives to provide you with products that are easy to use and the support you need to ensure that all of your questions are addressed.

Our hours of operation are from 8 a.m. to 6 p.m. Central Standard Time, Monday through Friday. If you have a pressing question, try using our extensive KnowledgeBase. It contains answers to commonly asked questions and "how to" documents.

Product Support Options

Customers have many avenues to use for technical support. In addition to a number of self-help resources that Wasp provides, you can work directly with one of support experts for personalized assistance. Click any of the links below that correspond to the option that you are interested in pursuing.

Consult the help manual that accompanied the product. Wasp includes comprehensive written user help documentation with its products that covers product installation and use.

[Download Online User Help Manuals. Click Here.](#)

Look up the answer to a product question in the online Wasp KnowledgeBase. [Click Here.](#)

Contact technical support by:

Filling out an Online Support Ticket. The process is as follows:

Open an account with your email address and a password.

Explain the problem in writing in the space provided on the online form. The more information you provide, the easier it is for technical support to address the issue. You can attach files to your explanation. Check the box marked email notification to receive updates on your ticket.

Technical support will notify you by email when they have completed their response. They will provide you with a ticket number and a link to the response, which is located on the Wasp Barcode Technologies website. The expected response time is 24 hours from receipt of the online ticket, with a typical response time of 4 business hours.

Calling Technical Support at 866-547-9277. Choose option 2 to reach Support. Note: During peak hours, hold times can reach 10 minutes.

FREE CATALOG
COMPARE FEATURES & OPTIONS



Free US-Based Support

30-Day Return Policy

Free Getting Started Training

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WaspProtect



WaspProtect for Barcode Scanners

- Adds 2 years to your original warranty
- Ensures 48-hour turnaround on repairs
- Comprehensive coverage includes accidental breakage

SKU	Description	Price	Add
633808600006	WaspProtect Extended Service Plan for WWR2900	\$19.00	
633808600013	WaspProtect Extended Service Plan for WCS3900	\$19.00	
633808600020	WaspProtect Extended Service Plan for WLR8900	\$39.00	
633808091200	WaspProtect Extended Service Plan for WLS9600	\$49.00	
633808600037	WaspProtect Extended Service Plan for WLS9500	\$49.00	
633808920722	WaspProtect Extended Service Plan for WWS100i	\$39.00	
633808391294	WaspProtect Extended Service Plan for WWS450/450H	\$129.00	
633808600044	WaspProtect Extended Service Plan for WWS550i	\$49.00	
633808600051	WaspProtect Extended Service Plan for WWS800/850	\$129.00	
633808121761	WaspProtect Extended Service Plan for WPS200	\$49.00	
633808600068	WaspProtect Extended Service Plan for WPS150	\$49.00	
633808091309	WaspProtect Extended Service Plan for WLS8600	\$129.00	
633808600082	WaspProtect Extended Service Plan for WLS8400	\$129.00	
633808091255	WaspProtect Extended Service Plan for WDI4600	\$49.00	
633808121426	WaspProtect Extended Service Plan for WDI4500	\$49.00	



- Free US-Based Support
- 30-Day Return Policy
- Free Getting Started Training



WaspProtect for Barcode Printers

- Adds 2 years to your original warranty
- Ensures 48-hour turnaround on repairs
- Comprehensive coverage includes accidental breakage

SKU	Description	Price	Add
633808403898	WaspProtect Extended Service Plan for WPL25	\$69.00	
633808403928	WaspProtect Extended Service Plan for WHC25	\$89.00	
633808600129	WaspProtect Extended Service Plan for WPL205	\$89.00	

633808600556	WaspProtect Extended Service Plan for WPL304	\$89.00
633808600136	WaspProtect Extended Service Plan for WPL305	\$89.00
633808600563	WaspProtect Extended Service Plan for WPL406	\$195.00
633808600150	WaspProtect Extended Service Plan for WPL608	\$195.00
633808600167	WaspProtect Extended Service Plan for WPL610	\$195.00
633808600570	WaspProtect Extended Service Plan for WPL612	\$195.00



WaspProtect for Mobile Computers

- Adds 1 year to your original warranty
- Ensures 48-hour turnaround on repairs
- Comprehensive coverage includes accidental breakage

SKU	Description	Price	Add
633808551346	WaspProtect Extended Service Plan for HC1	\$349.00	
633808091101	WaspProtect Extended Service Plan for DT90	\$295.00	
633808091064	WaspProtect Extended Service Plan for DT60	\$195.00	
633808404048	WaspProtect Extended Service Plan for DT10	\$195.00	
633808505226	WaspProtect Extended Service Plan for WPA1000II	\$195.00	

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PRODUCT WARRANTY INFORMATION

A. Warranty and Warranty Periods. Zebra Technologies International, LLC ("Zebra") warrants only to the original end user that the products and parts set forth below will be free from defects in material and workmanship for the applicable warranty periods set opposite thereto (such warranty periods to be determined commencing upon the date of invoice to the end user or, if the end user cannot provide proof of invoice, then the ship date from Zebra):

PRODUCT OR PART	APPLICABLE WARRANTY PERIOD
PRINTERS (EXCEPT BAR CODE PRINTHEADS AND OTHER NORMAL WEAR ITEMS), CHARGERS AND POWER SUPPLIES, HARDWARE KEYS, MEDIA, RIBBON	12 MONTHS
ZEBRANET® PRINT SERVERS, SEH PS102-Z, SEH PS105-Z	12 MONTHS
BATTERIES	12 MONTHS
PRINTHEADS	6 MONTHS
SPARE PARTS	3 MONTHS
ACCESSORIES	1 MONTH
ZEBRA CARD PRINTERS (Standard, Professional, High-Performance, High-Security Retransfer)	24 MONTHS
ALL OTHER CARD PRINTERS	12 MONTHS
CARD SPARE PARTS KITS	3 MONTHS
CARD PRINTHEAD SPARE PARTS KITS (Standard, Professional, High-Performance)	12 MONTHS
ZXP SERIES 8 PRINT HEAD	LIFETIME
ZEBRA® TRUE COLOURS® I SERIES™ RIBBONS	24 MONTHS
ZEBRA® TRUE COLOURS® RETRANSFER FILM	24 MONTHS
ZEBRA® TRUE SECURE™ I SERIES™ LAMINATES	12 MONTHS

B. Zebra's Obligation Under Warranty. Zebra's sole obligation under the above warranty shall be to repair or replace products and parts during the warranty period. Zebra does not assume responsibility for delays in replacement or repair of products or parts. Products and parts repaired or replaced by Zebra under warranty shall be warranted for the balance of the original warranty period or ninety (90) days, whichever is longer. This warranty gives and users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction.

C. DISCLAIMER OF ALL OTHER WARRANTIES. NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE GIVEN, AND ZEBRA EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.

D. Limitations. No salesperson, representative, or agent of Zebra is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by authorized representatives of Zebra to be valid, binding, and enforceable. Zebra does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. ZEBRA SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH ZEBRA PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.

E. What May Void the Warranty. This Limited Warranty shall be null and void in the following circumstances:

1. Modification or repair of any covered product or part by the end user or any non-authorized Zebra service provider; or
2. Improper use or installation, failure to conduct regular maintenance or cleaning, or damage by accident or neglect, of any covered product or part by the end user or any third party; or
3. Failure of the end user or any third party to exercise caution to protect any covered product or part from electrostatic discharge damage, adverse temperature and humidity conditions (with respect to media and thermal transfer ribbon, the following are the recommended storage conditions: 72°F [22.2°C] and 50% relative humidity), or physical abuse; or
4. Failure by the end user or any third party to use only ZEBRA® printheads, batteries, or other parts; or
5. Failure by the end user or any third party to use only Zebra True Colour ribbons; or
6. With respect to media other than ribbons, failure by the end user or any third party to use only Zebra media if use of such media causes or contributes to the damage for which warranty service is sought; or

7. Failure by the end user or any third party to use only ZEBRA® media if use of such media causes or contributes to the damage for which warranty service is sought; or

8. Failure by the end user to follow the Return Appointment Process set forth below;

9. Failure by the end user to comply with Zebra's Technical Bulletin, "Battery Management and Safety Practices for Lithium Ion Battery Packs" found [here](#).

F. Return Appointment Process. As a condition precedent to the above Limited Warranty, the end user must:

1. Obtain a return material authorization (RMA) from Zebra, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by Zebra and immediately returned to end user, freight collect.

2. Ship the items being returned to Zebra, freight prepaid, together with a written description of the claimed defect.

3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.

G. Transportation Costs. Zebra will pay surface freight to return products or parts covered by this Limited Warranty. However, if Zebra determines in the exercise of its reasonable but sole discretion that the product or part returned for warranty service is not defective, or does not otherwise qualify for warranty service, end user shall be liable for all costs of handling and transportation.

Revised: November 1, 2009

Warranties and Services

Be Connected, Not Tethered

Extended warranty plans and video communication services to provide seamless, worry-free visual collaboration with your InFocus products for years to come.

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21

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21 Video Calling - 1 Year
Clear, high-quality video calls with SIP or H.323 devices whenever you want; 1 year.



1 Year Extended Warranty for W1XX Projectors
Extend the warranty of your IN110 or IN120 Series projector by 1 year.



2 Year Extended Warranty for IN1XX Projectors
Extend the warranty of your IN110 or IN120 Series projector by 2 years.



1 Year Extended Warranty for IN11XX, IN2XX, IN3XX Projectors
Extend the warranty of your mobile, meeting room, classroom, or home theatre projector by 1 year.



2 Year Extended Warranty for IN11XX, IN2XX, IN3XX Projectors
Extend the warranty of your mobile, meeting room, classroom, or home theatre projector by 2 years.



1 Year Extended Warranty for IN51XX and IN53XX Projectors
Extend the warranty of your IN5100 or IN5300 large venue projector by 1 year.



2 Year Extended Warranty for IN51XX, IN53XX Projectors
Extend the warranty of your IN5100 or IN5300 large venue projector by 2 years.



1 Year Extended Warranty for IN53XX Projectors
Extend the warranty of your IN5300 installation projector by 1 year.



2 Hours of Virtual Training Services
2 hours of virtual training for your InFocus Mondpad or video conferencing.



4 Hours of Virtual Training Services
4 hours of virtual training for your InFocus Mondpad or video conferencing.



InFocus Design Services
Free professional design resources for the perfect installation.



1 Year Extended Warranty for Premium Accessories
Extend the product warranty of a premium accessory (such as RealCam) by 1 year.



2 Year Extended Warranty for Premium Accessories
Extend the product warranty of a premium accessory (such as RealCam) by 2 years.



1 Year Extended Hardware Warranty for 55-inch Mondpad
Extends the hardware warranty of a 55-inch Mondpad by 1 year.



ConX InFocus ConX Video Meetings



21 Video Calling - 2 Years
Clear, high-quality video calls with SIP or H.323 devices whenever you want; 2 years.



21 Video Calling - 3 Years
Clear, high-quality video calls with SIP or H.323 devices whenever you want; 3 years.



2 Year Extended Hardware Warranty for 55-inch Mondpad
Extends the hardware warranty of a 55-inch Mondpad by 2 years.



1 Year Extended Hardware Warranty for 70-inch Mondpad
Extends the hardware warranty of a 70-inch Mondpad by 1 year.



1 Year Extended Hardware Warranty for 80-inch Mondpad
Extends the hardware warranty of a 80-inch Mondpad by 1 year.



2 Year Extended Hardware Warranty for 70-inch Mondpad
Extends the hardware warranty of a 70-inch Mondpad by 2 years.



2 Year Extended Hardware Warranty for 80-inch Mondpad
Extends the hardware warranty of a 80-inch Mondpad by 2 years.



1 Year Extended Premium Plan for 55-inch Mondpad
Extends the hardware warranty and software maintenance of a 55-inch Mondpad by 1 year.



2 Year Extended Premium Plan for 55-inch Mondpad
Extends the hardware warranty and software maintenance of a 55-inch Mondpad by 2 years.



2 Year Extended Premium Plan for 70-inch Mondpad
Extends the hardware warranty and software maintenance of a 70-inch Mondpad by 2 years.



1 Year Extended Premium Plan for 70-inch Mondpad
Extends the hardware warranty and software maintenance of a 70-inch Mondpad by 1 year.



1 Year Extended Premium Plan for 80-inch Mondpad
Extends the hardware warranty and software maintenance of an 80-inch Mondpad by 1 year.



2 Year Extended Premium Plan for 80-inch Mondpad
Extends the hardware warranty and software maintenance of an 80-inch Mondpad by 2 years.



1 Year Extended Hardware Warranty for 55-inch JTouch
Extends the hardware warranty of a 55-inch JTouch by 1 year.



2 Year Extended Hardware Warranty for 55-inch JTouch
Extends the hardware warranty of a 55-inch JTouch by 2 years.



2 Year Extended Hardware Warranty for 65-inch JTouch
Extends the hardware warranty of a 65-inch JTouch by 2 years.



1 Year Extended Hardware Warranty for 65-inch JTouch
Extends the hardware warranty of a 65-inch JTouch by 1 year.



1 Year Extended Hardware Warranty for 70-inch JTouch
Extends the hardware warranty of a 70-inch JTouch by 1 year.



2 Year Extended Hardware Warranty for 70-inch JTouch
Extends the hardware warranty of a 70-inch JTouch by 2 years.



1 Year Extended Premium Plan for 55-inch BigTouch
Extends the hardware warranty and software maintenance of a 55-inch BigTouch by 1 year.



2 Year Extended Premium Plan for 55-inch BigTouch
Extends the hardware



2 Year Extended Premium Plan for 70-inch BigTouch
Extends the hardware



1 Year Extended Premium Plan for 70-inch BigTouch
Extends the hardware



1 Year Software Maintenance Plan for Mondpad
Extends the software



2 Year Software Maintenance Plan for Mondpad
Extends the software



1 Year Extended Premium Plan for 60-inch BigTouch
Extends the hardware



2 Year Extended Premium Plan for 80-inch BigTouch
Extends the hardware

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Home > Accessories > EPWHW55MP1

1 Year Extended Hardware Warranty For 55-inch Mondopad

\$99

Part Number: EPWHW55MP1

DISPLAY HARDWARE WARRANTY

Extend the hardware warranty of a 55-inch Mondopad by 1 year.

- Covers the display and other hardware components of a 55-inch Mondopad.
- Two-year extended hardware warranty also available
- Choose the Premium Plan for the 55-inch Mondopad to also include all Mondopad software updates.



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EASTMAN KODAK COMPANY
Kodak Service and Support
Standard Maintenance Service Terms and Conditions

Eastman Kodak Company ("Kodak") and you, the customer ("Customer") enter into these Standard Maintenance Service Terms and Conditions (the "Agreement") and agree that the terms and conditions of this Agreement will apply to the provision of services by Kodak for the products defined below located in the United States, Hawaii and Alaska (a ten percent (10%) premium applies in Alaska).

Generally, the mainframe and all components of a Product (as defined herein) that are mechanically, electronically, or remotely interconnected must be inspected, tested and adjusted as one operating unit to diagnose and correct malfunctions effectively. Therefore, if a Product is covered under an Agreement, all interconnected components of that Product must also be covered by warranty or the same level of service that is provided under this Agreement.

The term of the Agreement between Customer and Kodak shall be for one year, unless otherwise specified in writing. The terms and conditions set forth below plus the description of services and charges contained in the Kodak invoice and the provisions of the Agreement shall govern the relationship between the parties. Any additional or inconsistent terms and conditions included in the Customer's purchase orders shall be deemed null and void and of no effect.

1 Products. Products covered by this Agreement are commercial office equipment manufactured by Eastman Kodak Company ("Kodak Products") or by Other Manufacturers ("OEM Products" and together with the Kodak Products, the "Products"), non-make or model specific, used by customers in an office environment.

2 Customer Responsibilities. Customer will designate an authorized representative for the purpose of interacting with Kodak's service personnel. The Customer representative and the Customer must:

- a) provide initial problem-solving assistance to site users;
- b) coordinate all requests for assistance and act as liaison with Kodak service personnel;
- c) perform appropriate problem analysis and corrective actions by following troubleshooting instructions and remedial actions as prescribed by Kodak;
- d) maintain system and Product documentation and install software updates, maintenance upgrades and patches supplied by manufacturers;
- e) perform preventative maintenance and error recovery procedures as defined in the individual Products' users manual;
- f) supply consumable items or other components that are replaced due to normal wear and/or as specified in the relevant manufacturer's manual(s);
- g) provide service personnel with immediate access to the Products when service is requested;
- h) when necessary, supply and maintain modem and communication software approved by Kodak which satisfies the respective manufacturer's Product specifications;
- i) keep the site environmental ranges within the specifications set forth by the manufacturer of the relevant Product;
- j) provide continuous and appropriate resource availability during problem resolution.

Failure to meet these obligations may result, at Kodak's sole option, in the imposition of additional charges at prevailing Per-Call rates or immediate termination of this Agreement upon notice to Customer.

2.1 Customer Software if applicable. Prior to service commencing on computers with hard drives, Customer is responsible for creating a back-up copy of the file from the hard drive. Kodak is only responsible for formatting (if required) and transferring those files deemed necessary for formatting as more precisely outlined in the formatting procedures for specific Products. Customer is responsible for restoring data. Kodak shall not be held liable for any damages arising from or relating to the loss of data, any software or any other information contained on a computer or similar device, or contained in or stored on a Product.

2.2 Product Condition. Customer warrants that the Products covered by this Agreement (a) are in proper operating condition, (b) are without any unauthorized modifications, (c) have all safety features in working condition, and (d) have been maintained in accordance with manufacturer's Product performance specifications. Kodak reserves the right to inspect the Products and site installation to confirm that Products meet those conditions. At Kodak's discretion, the inspection and any repairs necessary to bring the Products up to those conditions shall be treated as Per-Call Service. If at any time Customer fails to maintain the Products in proper operating condition as described above, Kodak may cancel this Agreement immediately upon written notice to Customer.

3 How to Obtain Service. In order to obtain service, Customer must call Kodak's Customer Support Center at 1-800-366-3253 and provide the Product's K-number or serial number, which number shall be located on the respective Product(s).

4 Types of Service.

4.1 Telephone Support. Kodak will provide toll-free telephone support between 8:00 a.m. and 5:00 p.m., Customer local time.

4.2 On-Site Service. Kodak will provide on-site service between 8:00 a.m. and 5:00 p.m., Customer local time. On-Site Service includes adjustments and/or replacement of parts required to maintain the Product operating consistently within individual manufacturer's published specifications.

4.3 Periodic Maintenance. Periodic Maintenance ("PM") services will consist of routine maintenance services required to keep the Products in proper operating condition. The actual number of PMs to be performed is dependent upon the service plan purchased by Customer and is indicated on the service invoice. Additional scheduled PMs may be purchased to supplement coverage.

4.4 Extended Hours. Depending upon local service capabilities, available extended hour plans include 5-, 8-, and 7-day, 8-, 16-, and 24-hour options at additional cost. Kodak will use commercially reasonable efforts to provide Service outside of Agreement Hours as shown below. Any such service performed will be billed at prevailing Kodak Per-Call Overtime rates.

4.5 Holidays. Services will not be provided on holidays (including New Years, Memorial, Independence, Labor, Thanksgiving and Christmas days) and Kodak holidays; however service may be available on a best efforts basis at prevailing Per-Call Holiday rates.

4.6 Response Time. Kodak's objective is to provide service during Kodak's normal working hours, within the following time frames:

Kodak Product	
Distance from Kodak Service City	Within Agreement Hours
Zone 1 (0 to 50 miles)	4 Hours
Zone 2 (51 to 100 miles)	4 Hours
Zone 3 (101 to 200 miles)	Next Business Day
Over 200 miles	Contact Kodak
OEM Product	
Distance from Kodak Service City	Within Agreement Hours
Zone 1 (0 to 50 miles)	Next Business Day
Zone 2 (51 to 100 miles)	Next Business Day
Zone 3 (101 to 200 miles)	Next Business Day @ 12% uplift
Over 200 miles	Contact Kodak
OEM Product Priority	
Distance from Kodak Service City	Within Agreement Hours
Zone 1 (0 to 50 miles)	4 Hours @ 12% uplift
Zone 2 (51 to 100 miles)	4 Hours @ 12% uplift
Zone 3 (101 to 200 miles)	Next Business Day @ 12% uplift
Over 200 miles	Contact Kodak

Kodak will use its best commercial efforts to meet its response time objectives, provided however Kodak is not liable for any failure to do so.

4.7 Advanced Unit Replacement ("AUR") Support (if applicable). In some cases, if Kodak determines a Product is not operating consistently within manufacturer's specifications, Kodak will provide next day AUR subject to availability of courier service. Kodak will use reasonable efforts to ensure that the replacement Product will perform at the minimum specifications of the current Product, but may not be the exact make and model. When AUR support is necessary, Kodak will ship the replacement unit to Customer's location, transportation prepaid. Upon delivery of a replacement unit, Customer must place the malfunctioning unit in the shipping case, apply the labels enclosed in the shipping case and call the carrier for pickup within 5 business days after receiving the AUR. Kodak will pay the return transportation charges. If Customer does not return the malfunctioning unit within 10 business days after receipt of the AUR, Customer will be invoiced the list price of the unit and shall immediately pay such invoice.

4.8 Depot Service (if applicable). If Kodak determines the Product is not operating consistently within manufacturer's specifications, Kodak will instruct the Customer regarding shipment of the Product to Kodak for repair. Kodak will repair the Product, if possible, and return the Product to Customer.

4.9 Software Product.

a. Kodak will provide Maintenance Upgrades, Software Patches and telephone assistance of a technical nature on licensed Kodak Software Product only. Kodak may issue Maintenance Upgrades or Patches and/or provide for on-site services necessary to correct errors that significantly affect software performance

in accordance with Kodak's Software Product operating specifications. Unless Product documentation states otherwise, support will be provided for the current and previous Version Release of the **licensed Kodak Software Product**. For **licensed Kodak Software Product**, maintenance Upgrades and Patches are at no charge and include one copy of the user's manual and/or changes.

b. Kodak reserves the right to develop new features and functionality improvements, which will be offered to Customers as Version Releases under a separate price schedule. **Kodak Capture Pro software must not have a lapse in maintenance coverage in order for the user to download free Version Releases.**

c. Kodak will provide the same revision level of firmware and/or drivers on any replacement hardware part or subsystem (drives, library controller, etc) within the library, during a "break fix" service call. Kodak will not provide direct software/firmware patches and upgrades for **OEM Products**, including patch analysis, recommendation, management and implementation of software, patches, drivers, and firmware versions for tape storage products and/or systems.

d. All software and/or changes are subject to the terms and conditions of the Kodak Software License Agreement that was in effect at the time the software is licensed from Kodak. License Terms are applicable as long as the software is being used, even if maintenance services are no longer available.

e. Some Kodak Software Products are licensed under a Renewable Software License Agreement which includes an annual license fee that grants Customer a "Right to Use" the software and to receive the maintenance services defined above as long as maintenance services are available. Customer shall refer to the applicable software license to determine its exact rights.

4.10 Parts. Items as referenced in the manufacturer's manual(s) required to maintain Products operating consistently within manufacturer's published specifications may not be included in this Agreement and will be invoiced separately. Parts or components replaced by Kodak will be either new or remanufactured to manufacturer's new product standards. Parts removed from the system and replaced at no charge become the property of Kodak. **NOTE:** If Kodak determines that Parts needed to maintain or repair equipment are not available, Kodak will cancel the Agreement and issue a prorated credit for any remaining prepaid coverage.

4.11 Consumables. If Customer also purchases consumables from Kodak under this Agreement, Kodak will provide consumables to Customer in an amount equal only to a manufacturer-recommended one-year supply, without charge to the Customer. Customer must purchase all requirements for consumables beyond such one-year supply at the prices charged by Kodak. Any Agreement including consumables is a fixed term contract and may not be cancelled by Customer at any time prior to the end of the term, except in the case of a breach by Kodak.

5. Property of Kodak. Maintenance material, tools, documentation, diagnostics and test equipment provided by Kodak shall remain the exclusive property of Kodak.

6. Limitations. The Services outlined in these terms are Kodak's only obligation. Kodak will not be responsible for any indirect, incidental, consequential or special damages arising under this Agreement, including but not limited to damages resulting from the safe, use, improper functioning or inability to use the Products and/or related software, regardless of the cause, nor will Kodak be responsible for damages of any nature that are not caused by Kodak or are caused by circumstances out of Kodak's control. Such damages for which Kodak will not be responsible include, but are not limited to, loss of revenue or profit, loss of data, downtime costs, loss of use of the Product, cost of any substitute Product, facilities or services. This limitation of liability will not apply to claims for injury to persons or damage to tangible property caused by the sole negligence of Kodak or by persons under its complete direction or control.

7. This Agreement does not cover, and Kodak shall not be responsible for:
- operating system services (e.g., database maintenance/recovery, product integration or application support);
 - system administration services (e.g., system restarts, error monitoring and reporting basic system matters, including restoring the database);
 - network system administration (e.g., installation of new software packages, maintenance of user and group accounts, solving network problems, performing system maintenance functions, monitoring networks, installing application software, maintaining configurations);
 - consultation services;
 - version release or software support to other than licensed Kodak Software Products;
 - Product installation, set-up, configuration or other non-repair services;
 - cable and installation of cable runs or any acquisition of permits;
 - Customer training;
 - circumstances beyond Kodak's control (such as customer overriding, bypassing or defeating interlock switches on Products or devices sold by Kodak or any other 3rd party);
 - problems due to failure of Customer to conform to site specifications provided in the user documentation, or provided by the manufacturer;
 - time spent in locating Product not at the specified location or waiting for Product availability;
 - relocation of Product or service associated with relocation;
 - seasonal hibernation (de-installation) and reactivation (re-installation);
 - service or parts associated with any unauthorized modifications, attachments or service;
 - rebuilding or reconditioning of Product;

- misuse or abuse of Product; and/or
- failure to follow operating instructions provided by the manufacturer.

Kodak may provide, at its sole discretion, service in the above referenced situations under the Per-Call terms and at prevailing Per-Call rates.

8 Confidentiality of Customer Data. Kodak does not wish to receive any confidential information of Customer in the course of providing maintenance services, and Customer is expected to take all reasonable precautions to avoid disclosing any of its confidential information or that of its customers, employees or clients ("Confidential Information") to Kodak and its employees or contractors. However, in the event that Kodak's employees or contractors become exposed to Confidential Information, Kodak will ensure that such information is protected against unauthorized disclosure using the same degree of care, but no less than a reasonable degree of care, as Kodak uses to protect its own information of a like nature.

9 Cancellation. Except as provided in Sections 2.0, 2.2, 4.10 and 4.11 above, this Agreement may be canceled by either Customer or Kodak upon 30 days prior written notice. An early cancellation fee equal to any discount received may be charged for cancellation. Kodak will issue a prorated credit for any remaining prepaid Agreement coverage. Customer will be charged for any service provided when Product is not covered by an Agreement at prevailing Per-Call rates.

10 Taxes. Sales and use taxes will be billed if applicable.

11 Billing and Terms of Payment. Commercial and some government billings are in advance and prices will vary depending upon billing arrangements (annual, quarterly, etc.) and a premium may apply. Where government arrears billing is available, billings occur at the end of the cycle, including renewals.

Payment terms are net 30 days from date of invoice, except for renewals, which are due by the renewal date.

If payment has not been received by the due date, Kodak may, at its sole discretion,

- cancel the invoice for non-payment. If the invoice is cancelled for non-payment, Customer shall be liable for the greater of:
 - the prorated value of the annual service rate of the invoice or
 - Per-Call charges for any service performed by Kodak, OR
- place the Customer on Service hold.

12 Renewals. Nine (9) weeks prior to the expiration of this Agreement, Customer will be sent an invoice for the renewal of this Agreement, if Kodak so elects to renew. This invoice will be an offer for the same level of coverage as the current Agreement at the prices then in effect, with payment due on the expiration date of the current Agreement. Payment of this invoice will be considered Customer's acceptance of coverage for the new contract term.

13 Product Use. Prices for Agreements based on use will be determined by the previous year's service history. If a year's worth of history is not available, the use will be annualized. The renewal price paid for an Agreement is based on the past year's usage, and will be adjusted accordingly. If use of the Product changes, the price will change accordingly when applicable. Product operated on multiple shift (more than eight hours per day) may be subject to an extra charge and will be re-billed immediately at the pro-rated amount.

14 Force Majeure. With the exception of any payments due hereunder, neither party shall be liable for failure to perform under this Agreement if such failure to perform arises out of cause(s) beyond the control and without fault or negligence of the non-performing party. Such cause(s) may include, but are not limited to, acts of God or the public enemy, fires, floods, epidemics and unusually severe weather, material shortages, strikes or similar labor disruptions.

15 Termination

- Either party may terminate this Agreement without cause upon thirty (30) days prior written notice.
- Either party may terminate this Agreement immediately if the other party ceases to conduct its operations in the normal course of business, becomes insolvent, or files for or becomes the subject of a bankruptcy petition, or is placed in receivership.
- Kodak may terminate this Agreement immediately if Customer attempts to assign this Agreement without Kodak's prior written consent.

16 Effect of Termination or Expiration

Each party will remain liable under this Agreement for any obligations incurred prior to the effective date of termination or expiration.

17 No Liability for Termination

To the full extent allowed by any applicable law, Customer agrees that it will have no rights to damages or indemnification of any nature due to any expiration, rightful termination, or non-renewal of this Agreement by Kodak. Customer waives any right or claim it may have under local law or otherwise to receive any payment from Kodak for expiration, termination, or non-renewal, whether for actual, consequential, indirect, special or incidental damages, costs or expenses, whether foreseeable or unforeseeable.

18 Governing Law

This Agreement will be governed by and construed in accordance with the substantive laws of the State of New York as applied to agreements entered into between two residents of the State of New York, without regard to its conflict of laws principles.

19 Use of Other Party's Name

Except as necessary to perform their obligations under this Agreement, neither party may make any reference to the other party, its trademarks or trade names in advertising, public announcements, or promotional materials without express written permission from the other party.

20 Severability

If any provision of this Agreement is held to be illegal, invalid or unenforceable under present or future laws effective while this Agreement remains in effect, the legality, validity and enforceability of the remaining provisions shall not be affected thereby, and in lieu of each such illegal, invalid or unenforceable provision the parties shall negotiate in good faith to add a provision similar in terms to such illegal, invalid or unenforceable provision as may be possible.

21 Waiver of Default

Any failure of either party at any time, or from time to time, to require or enforce the strict keeping and performance by either party of any of the terms and conditions of this Agreement shall not constitute a waiver by either party of a breach of any such terms or conditions in the future and shall not affect or impair such terms or conditions in any way, or the right of either party at any time to avail itself of such remedy as it may have for any such breach of any term or condition. No waiver of any right or remedy hereunder shall be effective unless expressly stated in writing by the waiving party.

22 Independent Contractor

Customer shall act as an independent contractor and nothing herein shall be construed to make Customer, or any of its employees, officers, directors or representatives, the agent employee or servant of Kodak.

23 Assignment

Neither party may assign this Agreement without the prior written consent of the other party. Any attempted assignment, whether by divestiture, operation of law, change of control, merger, or otherwise, in contravention of the above shall be null and void and of no force or effect. Either party, however, may assign this Agreement without the other party's consent to any third party which acquires all or substantially all of that portion of the business assets of the assigning party to which this Agreement pertains whether by merger, reorganization, acquisition, sale or otherwise.

24 Forum

All actions arising out of or related to this Agreement must be filed in a court of competent jurisdiction in the State where the Services are delivered.

25 Entire Agreement/Amendment

This Agreement may be amended or supplemented only by the express agreement of the parties, in writing and signed by each party. This Agreement and the terms and conditions set forth in the original equipment warranty, which are incorporated herein, represents the entire agreement and supersedes all prior agreement and understandings, whether written or oral, with respect to the subject matter of this Agreement.

Warranties and Services

Be Connected, Not Tethered

Extended warranty plans and video communication services to provide seamless, worry-free visual collaboration with your InFocus products for years to come.

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21 Video Calling - 1 Year
Clear, high-quality video calls with SIP or H.323 devices whenever you want; 1 year.



1 Year Extended Warranty for W1XX Projectors
Extend the warranty of your IN110 or IN120 Series projector by 1 year.



2 Year Extended Warranty for IN1XX Projectors
Extend the warranty of your IN110 or IN120 Series projector by 2 years.



1 Year Extended Warranty for IN11XX, IN2XXX, IN3XXX Projectors
Extend the warranty of your mobile, meeting room, classroom, or home theatre projector by 1 year.



2 Year Extended Warranty for IN11XX, IN2XXX, IN3XXX Projectors
Extend the warranty of your mobile, meeting room, classroom, or home theatre projector by 2 years.



1 Year Extended Warranty for IN51XX and IN53XX Projectors
Extend the warranty of your IN5100 or IN5300 large venue projector by 1 year.



2 Year Extended Warranty for IN51XX, IN53XX Projectors
Extend the warranty of your IN5100 or IN5300 large venue projector by 2 years.



1 Year Extended Warranty for IN53XX Projectors
Extend the warranty of your IN5300 installation projector by 1 year.



2 Hours of Virtual Training Services
2 hours of virtual training for your InFocus Mondpad or video conferencing.



4 Hours of Virtual Training Services
4 hours of virtual training for your InFocus Mondpad or video conferencing.



InFocus Design Services
Free professional design resources for the perfect installation.

Image Unavailable

1 Year Extended Warranty for Premium Accessories
Extend the product warranty of a premium accessory (such as RealCam) by 1 year.

Image Unavailable

2 Year Extended Warranty for Premium Accessories
Extend the product warranty of a premium accessory (such as RealCam) by 2 years.



1 Year Extended Hardware Warranty for 55-inch Mondpad
Extends the hardware warranty of a 55-inch Mondpad by 1 year.



ConX InFocus ConX Video Meetings



21 Video Calling - 2 Years
Clear, high-quality video calls with SIP or H.323 devices whenever you want; 2 years.



21 Video Calling - 3 Years
Clear, high-quality video calls with SIP or H.323 devices whenever you want; 3 years.



2 Year Extended Hardware Warranty for 55-inch Mondpad
Extends the hardware warranty of a 55-inch Mondpad by 2 years.



1 Year Extended Hardware Warranty for 70-inch Mondpad
Extends the hardware warranty of a 70-inch Mondpad by 1 year.



1 Year Extended Hardware Warranty for 80-inch Mondpad
Extends the hardware warranty of a 80-inch Mondpad by 1 year.



2 Year Extended Hardware Warranty for 70-inch Mondpad
Extends the hardware warranty of a 70-inch Mondpad by 2 years.



2 Year Extended Hardware Warranty for 80-inch Mondpad
Extends the hardware warranty of a 80-inch Mondpad by 2 years.



1 Year Extended Premium Plan for 55-inch Mondpad
Extends the hardware warranty and software maintenance of a 55-inch Mondpad by 1 year.



2 Year Extended Premium Plan for 55-inch Mondpad
Extends the hardware warranty and software maintenance of a 55-inch Mondpad by 2 years.



2 Year Extended Premium Plan for 70-inch Mondpad
Extends the hardware warranty and software maintenance of a 70-inch Mondpad by 2 years.



1 Year Extended Premium Plan for 70-inch Mondpad
Extends the hardware warranty and software maintenance of a 70-inch Mondpad by 1 year.



1 Year Extended Premium Plan for 80-inch Mondpad
Extends the hardware warranty and software maintenance of an 80-inch Mondpad by 1 year.



2 Year Extended Premium Plan for 80-inch Mondpad
Extends the hardware warranty and software maintenance of an 80-inch Mondpad by 2 years.



1 Year Extended Hardware Warranty for 55-inch JTouch
Extends the hardware warranty of a 55-inch JTouch by 1 year.



2 Year Extended Hardware Warranty for 55-inch JTouch
Extends the hardware warranty of a 55-inch JTouch by 2 years.



2 Year Extended Hardware Warranty for 65-inch JTouch
Extends the hardware warranty of a 65-inch JTouch by 2 years.



1 Year Extended Hardware Warranty for 65-inch JTouch
Extends the hardware warranty of a 65-inch JTouch by 1 year.



1 Year Extended Hardware Warranty for 70-inch JTouch
Extends the hardware warranty of a 70-inch JTouch by 1 year.



2 Year Extended Hardware Warranty for 70-inch JTouch
Extends the hardware warranty of a 70-inch JTouch by 2 years.



1 Year Extended Premium Plan for 55-inch BigTouch
Extends the hardware warranty and software maintenance of a 55-inch BigTouch by 1 year.



2 Year Extended Premium Plan for 55-inch BigTouch
Extends the hardware



2 Year Extended Premium Plan for 70-inch BigTouch
Extends the hardware



1 Year Extended Premium Plan for 70-inch BigTouch
Extends the hardware



1 Year Software Maintenance Plan for Mondpad
Extends the software



2 Year Software Maintenance Plan for Mondpad
Extends the software



1 Year Extended Premium Plan for 60-inch BigTouch
Extends the hardware



2 Year Extended Premium Plan for 80-inch BigTouch
Extends the hardware

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1 Year Extended Hardware Warranty For 55-inch Mondopad

\$99

Part Number: EPWHW55MP1

DISPLAY HARDWARE WARRANTY

Extend the hardware warranty of a 55-inch Mondopad by 1 year.

- Covers the display and other hardware components of a 55-inch Mondopad.
- Two-year extended hardware warranty also available
- Choose the Premium Plan for the 55-inch Mondopad to also include all Mondopad software updates.



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All-in-ones & Revo	Commercial (Veriton V_4XX and V_6XXmodels)	<u>Three-year limited during first year.</u>
	Commercial (Veriton V_2XX models)	<u>Three-year limited VZ4630G-i5333X.</u>
Monitors	Consumer & Commercial	<u>One-year limited</u>
	Commercial (TravelMate)	<u>Three-year limited</u>
Notebooks	Consumer (Aspire)	<u>One-year limited</u>
	Commercial (TravelMate)	<u>Two-year limited</u>
Ultra-thins, Netbooks & Chromebooks	Consumer & Commercial	<u>One-year limited</u>
		<u>Two-year limited S7-392-7837, S7-3</u>
Tablets	Consumer & Commercial	<u>One-year limited</u>
Smartphones	Consumer	<u>One-year limited</u>
Projectors		<u>One-year limited the bulb.</u>
		<u>Three-year limited the bulb for the f</u>
Servers, Storage	Servers, Storage & Workstations	<u>Limited warranty.</u>

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Want even more protection?

For a free copy of the standard limited warranty end-users should see a reseller w/ America Corporation, Warranty Department, P.O. Box 6137, Temple, TX 76503.

*On-site service applies to the continental U.S. and Canada only and may not be available in all localities. A technician will be dispatched, if necessary, following efforts to resolve the problem by telephone support.

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Notebook Limited Hardware Warranty Terms

New Purchase Warranty

Complete Unit*:	Battery*:	AC Adapter*:
12 Month Ltd	12 Month Ltd	Refer to Complete Unit
24 Month Ltd	12 Month Ltd	
36 Month Ltd	36 Month Ltd	

***System configurations and bundled accessories may vary based on specific model. Refer to your unit for your warranty period and specific features**.**

This applies to ASUS Notebook products sold and purchased in North America only. This warranty applies only to products that are new on the date of purchase from an authorized ASUS product reseller. Please keep the original purchase invoice and warranty card for future service requests. The warranty does not cover any monitor, batteries, free or special bundled accessories, which may have been delivered together with your ASUS Notebook.

ASUS warrants Notebook (Products) excluding (free) bundled accessories that may be delivered together with the Product, to be free from defects in materials and workmanship for a period of 12, 24 or 36 month(s) depending on your specific model. If the product fails during normal and proper use within the warranty period ASUS will, subject to exclusions and at ASUS' discretion, repair or replace the product or components. Any products and or components repaired or replaced by ASUS will be under warranty for the remaining period of warranty or for no less than 3 months. This warranty applies only to products that are new on the date of purchase from an authorized ASUS product reseller. The Notebook product line is covered under a parts and labor repair or buffer exchange warranty for hardware, manufacturing, and/or power related issues, excluding power surges and/or electrical spikes. This ASUS warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non- ASUS modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control.

Software Support

Your ASUS product is supplied with pre-installed software. If you have any related technical problems when using your ASUS product, we suggest you check the manual or ASUS support web site to carry out preliminary trouble shooting. ASUS will be limited to support your product if the operating system has been altered. Third party software may require support from such vendors.

Notebook Shipping Terms

ASUS Notebook products feature one-way OR two-way ground shipping terms depending on specific model and warranty entitlement. Where applicable and depending on specific model and warranty entitlement the Customer shall be responsible for any and all freight costs associated with sending in your product for service, and ASUS will cover the freight cost of shipping back to the customer after warranty service and/or repairs are completed.

Accidental Damage Protection (ADP)**

ASUS Accidental Damage Protection (ADP) covers liquid spills, drops, and fires. Scenarios not covered (but not limited to) by the ADP terms are: scratches and dents, incorrect or inadequate customer installation, lost or stolen products, intentional or unintentional damage, recovery or transfer of stored data to the product, requests for miscellaneous cables or accessories, and damages caused by acts of God or nature. Filing a claim depends on prior validation and approval by ASUS. In order to make an ADP claim, you will have to provide an explanation of where and when the accident occurred as well as a detailed description of the incident. Failure to provide this information will result in claim denial. You are responsible to pay for one-way shipping to a designated ASUS Service Site, and ASUS will cover the costs of returning the unit to your originating address within the United States and Canada only. For more information, visit [this page](#). Not applicable on all units and subject to verification by ASUS.

ASUS International Warranty**

This warranty applies in the country of purchase. ASUS International Warranty offers 12 month limited hardware warranty service for parts and labor repair for select notebooks. Warranty service starts on the date of purchase and is only applicable within countries that have authorized ASUS Repair Centers. Excluding the following regions: South America and Latin America. Please visit [www.asus.com](#) for additional information. Not applicable on all units and subject to verification by ASUS.

General Product Warranty Service Terms

During the Limited Warranty Period as stated above, ASUS will, at its sole discretion, repair or replace any defective component. All spare parts or modules removed under this limited warranty period become the property of ASUS. The terms and conditions of this Limited Warranty constitute the complete and exclusive

EPSON AMERICA, INC.
LIMITED WARRANTY

What Is Covered: Epson America, Inc. ("EPSON") warrants to the first end user customer of the EPSON product enclosed with this limited warranty statement, that the product if purchased and used in the United States or Canada, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase. EPSON warrants that the EPSON product is manufactured from new components and parts, or in the case of a refurbished unit, may contain refurbished parts that meet the EPSON standard of quality.

What EPSON Will Do To Correct Problems: Should your EPSON product prove defective during the warranty period, please bring the product securely packaged in its original container or an equivalent, along with proof of the date of original purchase, to your EPSON Dealer or EPSON Customer Care Center. EPSON will, at its option, repair or replace on an exchange basis the defective unit, without charge for parts or labor. When warranty service involves the exchange of the product or of a part, the item replaced becomes EPSON property. The exchanged product or part may be new or previously repaired to the EPSON standard of quality. Exchange or replacement products or parts assume the remaining warranty period of the product covered by this limited warranty. For warranty service, you must provide proof of the original purchase date.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States and Canada. This warranty does not cover damage to the EPSON product caused by parts or supplies not manufactured, distributed or certified by EPSON. This warranty does not cover third party parts, components or peripheral devices added to the EPSON product after its shipment from EPSON, e.g., dealer-added boards, chips or drives. EPSON is not responsible for warranty service should the EPSON label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-EPSON products, or service other than by an EPSON Authorized Servicer. Postage, insurance, or shipping costs incurred in presenting your EPSON product for warranty service are your responsibility. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID. NEITHER EPSON AMERICA, INC. NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY.

In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

To locate the EPSON Authorized Reseller or EPSON Customer Care Center nearest you call:

800-922-8911 or write to:

Epson America, Inc. • P.O. Box 93008 • Long Beach, CA 90809-9985



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[Warranty](#)**Warranty**

All Ergotron® and OmniMount® durable products will remain free of defects in material and workmanship for a period of five (5) years from the date of receipt of the product, subject to any exclusions and limitations as set forth below.

- Ten-year warranty on all LX and MX Ergotron Products, purchased on or after August 1, 2014
- Three-year warranty on all Neo-Flex® Ergotron Products
- One-year warranty on electronic components
For example: Auto Lock Drawers, Auto Lock Systems, Keyboard Lights, User Interface, Coiled Cord, Battery Harness, Cables from User I/F to Power Module (excludes AA batteries)
- Two-year warranty on Power Modules by Ergotron
- Sealed Lead-acid (SLA) Power Systems, SLA Batteries
 - Two-year warranty on all SLA power system components by Ergotron
 - Up to one-year capacity warranty on SLA batteries (refer to Further Exclusions and Limitations section)
 - Six-month warranty against Manufacturer's Defects on SLA batteries, or as mandated by local law
- Lithium Iron (LiFe) Power Systems, LiFe Batteries
 - LiFe battery capacity is warranted for two years or 1200 discharge cycles, whichever comes first (refer to Further Exclusions and Limitations section)
 - Five-year warranty against Manufacturer's Defects on LiFe factory-installed batteries (excludes LiFe replacement batteries). Factory-installed LiFe batteries are covered at 100% for the first three years; coverage for years four and five are prorated at 1/60th per month (refer to Further Exclusions and Limitations section)
- Service Programs – 30-day warranty
- Refurbished StyleView Carts – One-year warranty for Mechanical Components and Power Module (excludes batteries and cosmetic defects). The appropriate battery-type warranty applies
- Original Equipment Manufacturer (OEM) Products resold by Ergotron are warranted by the respective manufacturer

Further Exclusions and Limitations

SLA Batteries:

- In Dual SLA battery systems, replacement of both batteries must occur at the same time (in accordance with the Ergotron User Manual), or the Warranty is automatically void
- Warranties on SLA batteries (fully-charged or fully-uncharged) left in an unused state for more than three (3) consecutive months are automatically void
- Factory-installed SLA batteries, and replacement SLA batteries carry a Six-month Warranty Against Manufacturer's Defects and a 90-day Performance Warranty, or as mandated by local law
- The 90-day Performance Warranty on factory-installed SLA batteries (excludes SLA replacement batteries) is extended to one-year provided that:
 1. StyleLink software is installed and remains continually operational to show compliance with exclusions and limitations
 2. SLA Battery is not discharged below 25% capacity more than 25 times as recorded by the StyleLink software history
 3. SLA Battery is fully recharged at least once every 36 hours as recorded by the StyleLink software history

LiFe Batteries:

- LiFe batteries that fail to deliver 70% of their rated capacity during the first 1200 discharge cycles of battery life are deemed not to have met performance standards (capacity retention)
- The LiFe battery discharge cycle is defined as starting at the fully-charged state through the fully discharged state and back to the fully-charged state. Discharge cycle counts are calculated by the software within the battery.

These warranties do not cover product abuse, modification, and failure to adhere to product instructions, improper operations and/or misuse. Ergotron is not responsible for damage arising from failure to follow instructions relating to the product's intended use. Ergotron is not responsible for injury or loss caused by or associated with the installation and/or use of equipment in any manner other than in strict conformance with the instructions set forth in its installation manuals, supplemental assembly and installation instruction sheets, technical bulletins and/or product literature. You will provide Ergotron immediate written notice of any personal injury resulting from the use of Ergotron products.

Ergotron does not warrant damages or defects to the Ergotron product under the following conditions: an Act of God, unauthorized service or repair of the Ergotron products, damage from electrical power problems, usage of parts or components not supplied by Ergotron, failure to follow product instructions and guidelines, unauthorized changes to the Ergotron product, shipping damage (other than original shipment from Ergotron), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external sources.

Exclusive Remedy

Warranty Repair: In the event that any Ergotron equipment becomes defective in material or workmanship during the

Quick Finder

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— OR —

Search by Display Model

Select Manufacturer

— MORE FINDERS —



SV Medical Carts



Stand Up Desks



Charging Systems

warranty period, Ergotron will determine with you if the product defect is covered under warranty. Ergotron, at its sole discretion, may replace or repair the unit determined to be under warranty at a designated Ergotron location or at your location. The labor costs associated with the repair of the product may be the responsibility of Ergotron if determined to be under warranty. You must receive pre-approval by Ergotron for the labor costs prior to repair or replacement of warranty products. You must contact Ergotron to obtain a Return Material Authorization (RMA) number. An RMA number may be obtained by contacting Ergotron Customer Care online or by telephone within your specific region. Contact information is available to you on the Ergotron web site at www.ergotron.com. Performance of any repair or replacement on product under warranty does not renew or extend the warranty period.

Non-Warranty Repair: You may return a product for repair that is not covered by warranty only if you have received a preapproved RMA number from Ergotron Customer Care. Labor costs and freight charges associated with non-warranty repair will be the sole responsibility of the customer, reseller or installer/integrator. A standard repair fee, specific to the product, is charged for any product that is repaired outside of the warranty period. Repairs on products out of warranty also carry a 90-day warranty, effective the day that you receive the item after repair.

For products that are not covered under warranty, Ergotron offers you the following options:

1. You may upgrade to a newer, functionally equivalent product at a normal MSR list price
2. Ergotron will return the product to you
3. You can request in writing that Ergotron appropriately dispose of the product for you. A fee may apply for this service as designated by local law

Non-Defective Products: You are notified if, after examining and testing a returned product, Ergotron concludes that the product is not defective. The product is returned to you and you would be responsible for the freight charges associated with the return.

Warranty Disclaimer

Except as expressly set forth in this Limited Warranty and to the greatest extent allowed by law, Ergotron makes no other representations, warranties or conditions, express or implied, including any implied representations, warranties or conditions of merchantability, fitness for a particular purpose, non-infringement, and non-interference. Ergotron does not warrant that your use of the Ergotron product will be uninterrupted or error free. Any implied warranties that may be imposed by law are limited in duration to the Limited Warranty period, to the greatest extent allowed by law. Some states or countries do not allow a limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages for consumer products. In such states or countries, some exclusions or limitations of this Limited Warranty may not apply to you. This Limited Warranty is subject to change without notification.

Ergotron devices are not intended to cure, treat, mitigate or prevent any disease.

Warranty Transferability

This Limited Warranty is available only to the original end consumer and is non-transferable. For this warranty to be valid, the Ergotron product must have been purchased directly from an authorized distributor, reseller and/or authorized representative of Ergotron.

Ergotron Limited Warranty Terms and Conditions
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Rev 2014
Effective Date: 01 August 2014
Content is subject to change without notification

IMPORTANT NOTICE - These terms and conditions directly affect your rights, obligations and remedies as an end-user of Planar products. As used here, "end-user" means use of the products for your personal use only and excludes resale, rental, lease or transfer of any kind. Please read and understand your rights. Use of the Planar product will be considered acceptance of this warranty and acceptance of the end user license terms for any included software.

Planar Customer First™ 3-Year Warranty

Planar LCD desktop monitors, open frame, touch screens and large format LCD monitors in the following product families—LA, PL, PLL, PX, PXL, PCT, PT, IX-Series, PS-Series, and Simplicity Series (collectively or individually, "Product(s)"), feature a 3-year limited hardware warranty as set forth below. This warranty period begins on the date of Planar's initial shipment of the Product.

Eligibility

This Customer First™ 3-Year Warranty covers Product(s) purchased from a Planar dealer or distributor, is valid only for the first end user purchaser and excludes resale, rental, lease or transfer of any kind by the end user. You may be required to provide evidence of proof of purchase. It does not cover any accessories that may be provided with the Product(s), or offered separately, including but not limited to cables and any other peripherals. (Such accessories are warranted for 90 days after Planar's initial shipment of the Product(s); see the Accessory Warranty at www.planar.com/support.)

Limited Hardware Warranty

Planar warrants the Products to be free from defects in material and workmanship during the warranty period noted above. If, in Planar's determination, a Product proves to be defective in material or workmanship during the warranty period, Planar will, at its sole option, either (1) repair the Product or replace it with a similar new or refurbished Product per one of the options below, or (2) in the event that replacement or repair for the Product is not commercially feasible, refund a prorata share of the then current MSRP of the Product (or a similar product, if the Product is no longer available) as determined by the amount of time remaining in the warranty period. MSRP is defined as the most recent Product price listed at www.planaronline.com.

Replacement Options and Guidelines by Product Type and End User Location

If you are in the US, see section A below;

If you are in EU and have any other product covered in this warranty, see section B below.

A. "Advance Replacement" Claim Procedure for LA, PL, PLL, PX, PXL, PCT, PT, IX-Series, PS-Series and Simplicity Series Product located within the 48 contiguous United States

Upon discovering a problem with the Product, contact Planar's customer service Monday through Friday toll-free at 1-866-PLANAR-1 (1-866-752-6271), or by online chat. See www.planar.com/support for details.

You must have the model number, serial number and original proof-of-purchase available. Planar's Customer Service staff will attempt to correct any minor issues that might be causing the problem via phone or email. If this fails to resolve the problem, a return material authorization (RMA) number will be issued.

If the defective Product is reported to Planar within the 3-year warranty period, and a valid credit card is provided to ensure return of the defective product, Planar will ship you an Advance Replacement Product (no accessories included). Depending on your location, it may take more than 2 days for the replacement to arrive.

Planar must receive the defective Product in otherwise good condition within 14 days following the delivery of the Advance Replacement Product to you. If the defective Product is not received by Planar within the 14-day timeframe, or if the warranty is voided due to any applicable Warranty Exclusion (see below), your credit card will be charged for the current MSRP of the Product.

- 1) Return the defective Product in the box in which the Advance Replacement Product was shipped to you, using the same packing materials.
- 2) Return only the defective Product. Planar will not be responsible for returning or replacing any accessories or peripherals that are returned with the defective Product. For displays 28" or smaller, call the shipping pick-up number provided with the Advance Replacement Product for package pick-up, or drop it at the local UPS location. For door-to-door pickup, UPS may charge a pickup fee for which you are responsible. You are responsible for any shipping costs incurred when returning the defective Product by any other method than UPS ground. Verify that the serial number on the RMA return label matches the serial number of the defective Product being returned. Attach the prepaid RMA return label that was included with the Advance Replacement Product.
- 3) For displays 32" or larger, call Planar Technical Support to schedule package pick-up from DHL. You are responsible for any shipping costs incurred when returning the defective Product by any other method than DHL.

B. "Return and Replace" Claim Procedure for LA, PL, PLL, PX, PXL, PCT, PT, IX-Series, PS-Series and Simplicity Series Products that are not located in the 48 contiguous United States

- 1) If you are unable or unwilling to provide a valid credit card to use the Advance Replacement option in the 48 contiguous states, or if you are located outside of the 48 contiguous states, Planar will provide "Return and Replace" service.
- 2) After receiving an RMA from Planar customer service, return the defective Product with sufficient packing materials to prevent damage during shipment. Planar will charge you an amount not to exceed

the current MSRP for the Product for any damage to the Product caused by shipping. Return only the defective Product. Planar will not be responsible for returning or replacing any accessories or peripherals that are returned with the defective Product.

- 3) You are responsible for any shipping costs incurred when returning the defective Product to Planar; Planar will pay for the shipment of the replacement Product to you.
- 4) A replacement unit will be shipped out to you once your defective unit is received.

Important Information when Returning Product from any location

- 1) Planar will not accept returned Product unless an RMA number has been previously issued by Planar.
- 2) If the defective Product is returned and deemed to be covered by one of the warranty exclusions, Planar reserves the right to charge your credit card an amount not to exceed the current MSRP for the Product.
- 3) If the Product is returned and is deemed to be a No Fault Found (NFF) unit, Planar reserves the right to charge your credit card in the amount of \$95.
- 4) It is your responsibility to properly package the defective Product and ship it to the address provided by the Customer Service representative with the RMA number prominently displayed. If the defective Product is not properly packaged and is damaged in transit during its return to Planar, your credit card will be charged for either the associated repair costs, if repairable, or the MSRP of a replacement Product.
- 5) The replacement Product will assume the remainder of your original Product's warranty or 90 days from Planar's return Product ship date, whichever is longer.
- 6) Upon receipt, you agree to retain the replacement Product and that your defective Product becomes the property of Planar.

Warranty Exclusions

The following conditions or circumstances are not covered under the terms of this limited hardware warranty for the Products set forth herein:

- 1) Delivery to P.O. Box, APO Box and FPO Box addresses.
- 2) Any Product on which the serial number has been defaced, modified or removed.
- 3) Replacement rental costs incurred by you in the event of Product failure.
- 4) Damage, deterioration or malfunction resulting from:

- a. Accident, abuse, misuse, neglect, improper ventilation, fire, explosion, water, lightning, or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the Product.
 - b. Repair or attempted repair by anyone not authorized by Planar.
 - c. Any damage to the Product due to shipment.
 - d. Removal or installation of the Product.
 - e. Causes external to the Product, such as electric power fluctuations or failure.
 - f. Use of supplies or parts not meeting Planar's specifications.
 - g. Normal wear and tear.
 - h. Defects caused by you, including but not limited to, scratched, cracked, defaced or altered plastics or glass.
 - i. Any damage or dissatisfaction associated with latent images, "burn-in," or any other damage determined by Planar to be the result of customer use patterns.
 - j. Failure to follow maintenance procedures as outlined in the Product's user guide where a schedule is specified for regular cleaning of the Product.
 - k. Opening the Product, tampering with internal circuitry, and/or removing or replacing any internal components or parts.
 - l. Product that has been resold, transferred, rented, leased, lost, stolen or discarded.
 - m. Any other cause, which does not relate to a Product defect.
 - n. Operating the display outside the suggested normal usage conditions stated in the user guide.
 - o. Temporary image retention as a result of displaying a static image for long periods of time.
 - p. Cosmetic sagging, non-uniformity, image retention, shortened lifespan, and/or degraded optical performance as a result of using the display in an orientation different from the recommendations outlined in the Product's User manual.
- 5) Any Product returned due to a software or accessory malfunction.

- 6) Removal, installation and set-up service charges.
- 7) Any software, including, but not limited to, the operating system.
- 8) Bright or dark sub pixels that are characteristic of LCD technology and are within Planar's manufacturing specifications

For additional information or the name of the nearest Planar service center, contact your Planar dealer or call Planar (toll free) at **1-866-PLANAR1 (1-866-752-6271)** (toll free) or at (1-503-748-5799) or email us at PlanarSupport@Planar.com.

Extended Warranty Options

Contact Planar for information on extended warranty options at our website: http://www.planar.com/support/warranty/service_plans or call us at 1-866-PLANAR0 (1-866-752-6270) or email us at resellersupport@Planar.com.

Exclusion of Implied Warranties

PLANAR PROVIDES NO WARRANTIES, EXPRESS OR IMPLIED, EXCEPT THOSE EXPRESSLY PROVIDED IN THIS DOCUMENT. PLANAR EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability; Exclusion of Damages

PLANAR'S MAXIMUM AGGREGATE LIABILITY IS LIMITED TO ONE OF THE FOLLOWING REMEDIES, WHICH WILL BE CHOSEN IN THE SOLE DISCRETION OF PLANAR: (1) THE COST OF REPAIR OF THE DEFECTIVE PRODUCT OR REPLACEMENT WITH A SIMILAR NEW OR REFURBISHED PRODUCT OR (2) IF REPLACEMENT OR REPAIR OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE IN PLANAR'S SOLE OPINION, A REFUND OF THE LESSER AMOUNT OF A PRO-RATA SHARE OF THE CURRENT MSRP AS DETERMINED BY THE REMAINDER OF THE WARRANTY PERIOD OR THE DEPRECIATED VALUE OF THE PRODUCT BASED ON THE MSRP.

PLANAR WILL NOT BE LIABLE FOR DAMAGE TO OTHER PROPERTY OR FOR DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, ANY LOSS, CORRUPTION OR MISUSE OF INFORMATION (AS DEFINED ABOVE), INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL OR FINANCIAL LOSS, EVEN IF PLANAR IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY HAS FAILED OF ITS ESSENTIAL PURPOSE.

PLANAR WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE OR ANY OTHER TYPE OF DAMAGES, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT, PRODUCT LIABILITY, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY.

PLANAR WILL NOT BE LIABLE FOR ANY CLAIM MADE AGAINST YOU BY ANY OTHER PARTY.

Effect of Local Law

This Limited Hardware Warranty gives you specific legal rights, and you may have other rights, which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Flash Media

LIFETIME WARRANTY

PNY Technologies, Inc. ("PNY") warrants the product, to be free from defects in materials and workmanship for the life of the product as sold to the original purchaser ("purchaser"), subject to all the terms and conditions hereunder. This warranty is for replacement for like items only. Lifetime replacement warranty does not cover items out of production if the company no longer stocks them. (Lifetime is defined as the lifetime of the product on the market. Outdated technology is not covered by lifetime warranty if the item is no longer available on the common market as a new product). This warranty is not assignable; products purchased second-hand sources are not warranted by PNY.

PNY only warranties items sold by authorized retailers, system builders, and distributors. These warranties are valid only for the original owner of the product. PNY will not warranty items that are purchased second-hand. This is still true even if the product or packaging appears sealed, advertised as new, or never used in any way.

PNY's sole obligation under this warranty is to replace or, at its option, to repair, free of charge, all the product's defective parts. This warranty applies only on the condition that the product has been installed, maintained and operated under conditions of normal use and in accordance with the installation guide provided herewith. The provisions of this warranty shall not apply if, in PNY's sole judgment, the product has been subject to misuse or neglect, improper installation, damaged in an accident, or repaired or altered in any way that affects its performance or reliability.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR TITLE AGAINST INFRINGEMENT, WHICH OTHER WARRANTIES ARE EXPRESSLY EXCLUDED AND DISCLAIMED. PNY SHALL NOT BE LIABLE FOR LOSS OF PROFITS OR ANY SPECIAL, INCIDENTAL, EXEMPLARY, CONSEQUENTIAL OR PUNITIVE DAMAGES WHICH PURCHASER OR THIRD PARTY MAY SUSTAIN, EVEN IF PNY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES. IN NO EVENT SHALL PNY'S LIABILITY EXCEED THE PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Buyer acknowledges that the goods sold by PNY are being used or incorporated into other products or systems, and the ultimate safety of those products or systems are the sole responsibility of Buyer. Buyer assumes all risks and liability for use of PNY products in other products or systems. By way of example, and not limitation, if any PNY product is used in the military, including but not limited to strategic weapons and ancillary military operations, Nuclear Facilities, Aircraft Navigation, or Communication Systems, Air traffic Control Systems or Life Support Machines Buyer agrees that it and/or its customers are solely responsible and agrees that the use of PNY products for any purpose related to such services or otherwise cannot in any way be controlled by PNY, and buyer or its customers are responsible for verifying the accuracy and completeness of any information contained in, entered into, or used in connection with PNY products. Buyer assumes all risks and liability for use of PNY products in other products or systems. In addition, PNY is not responsible for any archival, backup or disaster recovery services. In no event shall PNY be liable for any damages of any kind sustained by Buyer, any customer of Buyer, any patient, or others for any suit or claim or demand arising from or related to the exercise of professional judgment and skill, or data entered into or used with the PNY products.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THESE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS WARRANTY SHALL NOT BE EXTENDED, ALTERED OR VARIED EXCEPT BY A WRITTEN INSTRUMENT DULY SIGNED BY PNY.

Warranty coverage requires proof of purchase documentation evidencing the date of purchase (sales receipt or invoice) and original packaging. To obtain warranty service during the warranty period, contact PNY at 1-800-234-4597 or visit us at <http://www.pny.com>. The consumer is responsible for all shipping costs. When shipping from outside the United States this will include freight, duty, customs fees and taxes. All pricing is in USD.

FOR WARRANTY INFORMATION AND REGISTRATION VISIT US AT <http://www.pny.com>.

The PNY logo is a trademark of PNY Technologies, Inc. Other trademarks are owned by their respective companies.

Seagate Limited Warranty

What Does This Limited Warranty Cover?

This limited warranty covers any defects in material or workmanship in the new Seagate product accompanied by this limited warranty statement. Only consumers purchasing this product from an authorized Seagate retailer or reseller may obtain coverage under this limited warranty.

How Long Does The Coverage Last?

The warranty period for your product is the length of time indicated as part of your product packaging. Please see your product box or quick start guide for the applicable warranty period for your product. You also may go to [Warranty Validation](#) to obtain the length of your warranty period and to determine whether there are any usage-based limitations. If you purchased the product in a European Economic Area Member State, you will receive the longer of your applicable product warranty period or two (2) years. The warranty period for all components other than the main product is ninety (90) days from the documented date of your purchase or two (2) years if purchased in a European Economic Area Member State.

What Does This Limited Warranty Not Cover?

This limited warranty does not cover any problem that is caused by (a) commercial use, accident, abuse, neglect, shock, electrostatic discharge, degaussing, heat or humidity beyond product specifications, improper installation, operation, maintenance or modification; or (b) any misuse contrary to the instructions in the user manual; or (c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover). This limited warranty does not cover data loss – back-up the contents of your drive to a separate storage medium on a regular basis. Also, consequential damages; incidental damages; and costs related to data recovery, removal, and installation are not recoverable under this warranty.

What Do You Have To Do?

Seagate will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow proper return procedure. To request warranty service, contact an authorized Seagate service center or refer to www.seagate.com for more information regarding customer support within your jurisdiction. You also may obtain information regarding the location of authorized Seagate service centers and access the Seagate automated customer service directory by calling +1-800-SEAGATE. Callers outside the US can reach this service by dialing +1-405-324-4770. Once an authorized service center or Seagate determines that a repair or replacement is required, you will be prompted for your name, address, phone number, e-mail and product serial number and then issued a Return Order Number to use when returning product to Seagate. Product you return to Seagate must be properly packaged in its original packaging (or packaging providing the product with protection equivalent to the original packaging) and shipped, with the shipping charges prepaid via a shipping method that provides for tracking of your package, to the address provided when you received your Return Order Number. In addition to regular back-ups, if possible, back-up your data before returning a drive, because the product you send to Seagate or an authorized service provider will not be returned to you. Additional information on backing-up the contents of your drive can be found at www.seagate.com.

What Will Seagate Do?

If Seagate authorizes you to return your product to Seagate or an authorized service provider, Seagate will replace your product without charge with a functionally equivalent replacement product. Seagate may replace your product with a product that was previously used, repaired and tested to meet Seagate specifications. Seagate will pay to ship the replacement product to you. By sending product for replacement, you agree to transfer ownership of the original product to Seagate. Seagate will not return your original product to you. Data recovery is not covered under this limited warranty and is not part of the repair or exchange process. If you would like data recovery performed on your drive, it is available from Seagate as a separate service for an additional charge. Seagate warrants that repaired or replaced products are covered for the greater of either the remainder of the original product warranty or 90 days.

How Does State Law Apply?

The laws of the State of California, USA, govern this limited warranty. It gives you specific legal rights, and you may also have other rights that vary from state to state. This limited warranty does not affect any additional rights you have under laws in your jurisdiction governing the sale of consumer goods, including, without limitation, national laws implementing EC Directive 99/44. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this limited warranty statement may not apply to you.

Which Seagate Technology Companies Are Extending this Limited Warranty?

The Seagate company offering this limited warranty depends on where you purchased the product:

US & Americas: Seagate Technology LLC, 10200 S. De Anza Blvd, Cupertino, CA 95014, USA

Europe, Middle East, Africa: Seagate Technology International, Koolhovenlaan 1, 1119 NB Schiphol-Rijk, The Netherlands

Asia Pacific: Seagate Singapore International Headquarters Pte. Ltd., 7000 Ang Mo Kio Avenue 5, Singapore 569877.

Please do not return products to the addresses listed above but follow the rules described in the paragraph "What Do You Have To Do?"

TOSHIBA

Leading Innovation >>>

THIS STANDARD LIMITED WARRANTY CONTAINS A MANDATORY AND BINDING ARBITRATION PROVISION IN WHICH YOU AND TOSHIBA AGREE TO RESOLVE ANY DISPUTES BETWEEN THE PARTIES BY BINDING ARBITRATION. PLEASE SEE SECTION TITLED “HOW DO WE RESOLVE DISPUTES” BELOW.

One (1) Year Standard Limited Warranty (“Limited Warranty”) for the United States, United States Territories, Puerto Rico, Latin America, and the Caribbean.

What Does Your Warranty Cover? Toshiba America Information Systems, Inc. (“Toshiba”) warrants that the Toshiba branded product you purchased for your end use (“Product”) is free from defects in materials and workmanship under normal use during the Limited Warranty Period. This Limited Warranty covers the Product for warranty service only within the country where the Product was originally purchased and only covers Products purchased as new.

How Long Does This Warranty Last? One (1) year after the date of your purchase (“Limited Warranty Period”). The Limited Warranty Period for the rechargeable battery included with the Product is one (1) year from the date of your purchase.

What Will Toshiba Do? If the Product fails to work as warranted, Toshiba will, in its sole discretion, repair or replace the Product or part with a new or remanufactured product/part that is at least equivalent to the original Product/part. This is your sole and exclusive remedy for breach of warranty. Replacement parts or products are warranted to be free from defects in materials and workmanship for thirty (30) days or for the remainder of the Limited Warranty Period, whichever is longer.

TOSHIBA IS NOT RESPONSIBLE FOR (1) DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR INFORMATION ON THE PRODUCT BEING SERVICED, OR (2) THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY TOSHIBA WHEN THE PRODUCT WAS MANUFACTURED.

What Are Your Obligations? You must retain proof of purchase showing price, date, location of purchase and Product description which may be required for warranty service. Toshiba strongly recommends you register your Product either during the initial start-up of the Product, or online at register.toshiba.com. Your failure to complete Product Registration will not diminish your rights under this Limited Warranty.

Always keep a backup copy of the data on your Product before sending it in for repair and remove all confidential, proprietary or personal information. Also be sure to remove all accessories or peripherals. TOSHIBA IS NOT RESPONSIBLE AND FULLY DISCLAIMS ANY AND ALL LIABILITY FOR ANY ACCESSORIES SHIPPED WITH THE PRODUCT. If you authorize Toshiba to perform any services excluded under this Limited Warranty, you may pay standard repair fees for such work.

YOU MUST READ AND FOLLOW ALL SET-UP AND USAGE INSTRUCTIONS PROVIDED WITH THE PRODUCT. IF YOU FAIL TO DO SO, THIS PRODUCT MAY BE DAMAGED OR MAY NOT FUNCTION PROPERLY, OR YOU MAY LOSE DATA OR SUSTAIN PERSONAL INJURIES.

What Does this Warranty Not Cover? On-site service/repair, or service made necessary by accident, misuse, abuse, neglect, improper installation/maintenance, modifications, fire, theft, acts of God, power failures, surges or electric shortages, lightning, or repairs by non-Toshiba authorized service providers, use outside of the environmental or operating parameters, or use with incompatible third party products.

Service of Product on which the TOSHIBA label or logo, rating label or serial number have been defaced or removed.

Preventive maintenance, cosmetic damage or wear and tear (e.g., scratches, dents, or scratched, faded or missing keycaps or keyboard cover (if applicable), replacement of missing parts, provision/ installation/removal of retrofits or peripherals, replacement or fixes of software; repair or replacement of covers, plastics, or appearance parts such as interior or exterior finishes or trim.

Software support, fixes or replacement. Software, if any, distributed with the Product under the Toshiba brand name is licensed to you and subject to the end-user license agreement presented to you during Product boot-up and available at laptops.toshiba.com/eula. Unless otherwise stated in writing, non-Toshiba software is provided on an “as is” basis by Toshiba. However, non-Toshiba manufacturers, suppliers or publishers may offer their own warranties.

How to Obtain Repair or Replacement Service For A Product Purchased In The United States?

Depending on your specific product model, Toshiba may offer any one or more of the following applicable repair or replacement services: (1) Repair-Return Service through Toshiba’s Depot Service, (2) Carry-In Service to an Authorized Service Provider, (3) Customer Replaceable (CRU)Parts Service, or (4)Whole Unit Exchange Service. To determine the warranty service method for your specific model, please visit our web site at warranty.toshiba.com. A limited number of models may also carry an international limited warranty which offers warranty service outside the country of original purchase.

You will pay any packaging, shipping charges, insurance, taxes and duties associated with the transportation of the Product or original CRU to the service center or provider. You are responsible for appropriately packaging the Product. For any replacement Product/CRU, if Toshiba does not receive the original Product/CRU from you within ten (10) days after your receipt of the replacement Product/CRU, you will pay Toshiba the retail value of the replacement Product/CRU.

How To Obtain Repair or Replacement Service For A Product Purchased Outside The United States (United States Territories, Puerto Rico, Latin America, and the Caribbean)?

In the country of original purchase, you are entitled to Carry-In Service through Toshiba’s network of Authorized Service Providers. A list of Authorized Service Providers is available on the Toshiba web site at warranty.toshiba.com or by calling the phone number specified for the applicable country on our web site. If you choose to ship your Product to an Authorized Service Provider, you must pay any shipping charges, insurance, taxes and duties associated with the transportation of the Product, unless local law provides otherwise. Toshiba or its service provider will pay for shipment of the repaired/ replacement Product or replacement to you via standard ground service.

How To Obtain Support For Non-Warranty Related Issues? For issues not covered by the warranty (please refer to the above section “What Does This Warranty Not Cover?”), you may contact us by visiting us at support.toshiba.com. You may be charged a fee for repair or diagnosis of any such issues. Technical support is available online at Toshiba’s web site at support.toshiba.com. At this web site, you will find answers for many commonly asked technical questions plus many downloadable software drivers, BIOS updates and other downloads. For solutions to the most common problems, refer to the “If Something Goes Wrong” section of the Product’s user’s guide.

What Are Toshiba’s Limitations on Liability And Your Rights Under State Law? No Toshiba reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This Limited Warranty is governed by and construed under the laws of the country in which the Product purchase took place.

TOSHIBA EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ALL OTHER EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND/OR NONINFRINGEMENT OF THIRD PARTY RIGHTS, ARE HEREBY DISCLAIMED. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE TERM OF THIS EXPRESS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.

IN NO EVENT WILL TOSHIBA, ITS AFFILIATES OR SUPPLIERS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT. THIS LIMITATION APPLIES TO DAMAGES OF ANY KIND WHATSOEVER INCLUDING (1) DAMAGE TO, OR LOSS OR CORRUPTION OF, YOUR RECORDS, PROGRAMS, DATA OR REMOVABLE STORAGE MEDIA, OR (2) ANY DIRECT OR INDIRECT DAMAGES, LOST PROFITS, LOST SAVINGS OR OTHER SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT OR OTHERWISE, OR WHETHER ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT AND/OR THE USER GUIDES AND/OR MANUALS, EVEN IF TOSHIBA, OR AN AUTHORIZED TOSHIBA REPRESENTATIVE, AUTHORIZED SERVICE PROVIDER OR RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR OF ANY CLAIM BY ANY OTHER PARTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR SOME PRODUCTS, SO THE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. TOSHIBA, ITS AFFILIATES AND SUPPLIERS DO NOT WARRANT THAT OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE.

This Product is not designed for any "critical applications." "Critical applications" means life support systems, medical applications, connections to implanted medical devices, commercial transportation, nuclear facilities or systems or any other applications where product failure could lead to injury to persons or loss of life or catastrophic property damage. ACCORDINGLY, TOSHIBA DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF THE USE OF THE PRODUCT IN ANY CRITICAL APPLICATION. YOU ASSUME FULL RESPONSIBILITY FOR USE OF THE PRODUCT IN A CRITICAL APPLICATION. FURTHER, TOSHIBA RESERVES THE RIGHT TO REFUSE TO SERVICE ANY PRODUCT USED IN A CRITICAL APPLICATION, AND DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF TOSHIBA'S SERVICE OR REFUSAL TO SERVICE THE PRODUCT.

How Do We Resolve Disputes? We endeavor to resolve customer disputes in a fair and professional manner. In the unlikely event that we are unable to resolve a dispute, You and Toshiba agree to resolve any Claims between us only by BINDING ARBITRATION except as otherwise provided in the "Exceptions" paragraph below. For the purposes of this How Do We Resolve Dispute Section, references to "Toshiba" means Toshiba America Information Systems, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers, references to "You" include all those in privity with You, including Your family members, beneficiaries, and assigns, and references to "Claim" shall include any dispute, claim or controversy arising from or relating to: (1) the Product, including advertising for the Product, whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory; (2) this Limited Warranty; and (3) the subject of any purported class action litigation in which you are not a member of a certified class.

ARBITRATION MEANS THAT YOU AND TOSHIBA ARE EACH WAIVING THE RIGHT TO A JURY TRIAL OR TO PARTICIPATE IN A CLASS ACTION. The arbitration will be conducted under the Streamlined Arbitration Rules of JAMS that are in effect at the time the arbitration is initiated (referred to as the "JAMS Rules") and under the rules set forth in this section. The JAMS Rules are available online at jamsadr.com/rules-streamlined-arbitration. If there is a conflict between the JAMS Rules and the rules set forth in this section, the rules set forth in this section will govern. This Dispute Resolution agreement evidences a transaction in interstate commerce and, thus, the Federal Arbitration Act governs the interpretation and enforcement of this provision. The arbitrator is bound by the terms of this Dispute Resolution Section.

To start an arbitration, You or we must: (1) Write a Demand for Arbitration (see copy at jamsadr.com). The Demand must include a description of the Claim and the amount of damages sought to be recovered. You may, in arbitration, seek any and all remedies otherwise available to You pursuant to Your state's law, (2) Send three copies of the Demand, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600, Orange, CA 92868 (1-800-352-5267), and (3) Send one copy of the Demand to the other party.

Fees/Costs. After receipt of Your arbitration notice, Toshiba will promptly reimburse You for Your arbitration filing fee unless You seek more than \$75,000 in damages, in which case, the payment of these fees will be governed by the JAMS Rules. Except as otherwise provided for herein, Toshiba will pay all JAMS administration and arbitrator fees for any arbitration initiated in accordance with the notice requirements herein. Other fees, such as attorneys' fees and expenses of travel to the arbitration, will be paid in accordance with the JAMS Rules. If the arbitrator finds either the substance of Your Claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all fees will be governed by the JAMS Rules. In such a situation, You agree to reimburse Toshiba for all monies previously disbursed by it that are otherwise Your obligation to pay under the JAMS Rules. Except as otherwise provided for herein, we waive any rights we may have under the JAMS Rules to seek attorneys' fees and costs from You if we prevail in the arbitration.

Hearings and Location. If Your claim is for \$10,000 or less, You may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the JAMS Rules. If Your claim exceeds \$10,000, the right to a hearing will be determined by the JAMS Rules. Any in-person arbitration hearings will be held at a location in the county (or parish) of Your residence unless You and we both agree to another location or we agree to a telephonic arbitration.

Arbitrator's Decision. (1) All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. (2) Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. (3) The arbitrator's decision is final and binding on all parties and may be enforced in any federal or state court that has jurisdiction. (4) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. (5) YOU AND TOSHIBA AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. Further, unless both You and Toshiba agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. Accordingly, You and we agree that the JAMS Class Action Procedures do not apply to our arbitration. If this specific provision (5) is found to be unenforceable, then the entirety of this Dispute Resolution agreement shall be null and void.

Exceptions. Notwithstanding the foregoing, either party may bring an individual action in small claims court. The arbitration provision above also does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against us on Your behalf.

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Toshiba America Information Systems, Inc.
Digital Products Division
P.O. Box 19724, Irvine, California 92623-9724
toshiba.com

GMA501082010



ViewSonic's Industry leading
Desktop Monitor
Pixel Policy

Click Here for the
Smart Display
Limited Warranty

Limited Warranty

ViewSonic® Limited Warranty

(Current Production Models. U.S.A. and Canada Only)

What the warranty covers:

ViewSonic warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. ViewSonic provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: "What the warranty does not cover" section)

How long the warranty is effective:

1. ViewSonic LCD computer display products carry a three (3) year limited warranty for parts, labor and LCD backlight. In order to receive warranty service, proof of purchase of the ViewSonic product is required. To obtain warranty service, please contact ViewSonic Customer Support.
2. ViewSonic LCD desktop display products are warranted with our LCD Pixel Performance Guarantee. Through this limited warranty, you are guaranteed high-quality screen performance with no more than a total of three (3) improperly operating pixels and no more than two (2) bright or two (2) dark pixels.
3. ViewSonic projectors are warranted for three (3) years from the date of first consumer purchase for parts and labor and one (1) year limited lamp warranty. Lamp warranty is subject to terms and conditions, verification and approval. Applies to manufacturer's installed lamp only. All accessory lamps purchased separately are warranted for 90 days.
4. ViewSonic LCD TV display products are warranted for one (1) year for parts, labor and LCD backlight.
5. ViewSonic PC products are warranted for one (1) year for parts and labor.
6. ViewSonic ViewPad® products are warranted for one (1) year for limited parts and labor. (Learn More)
7. ViewSonic ePoster Products are warranted for one (1) year from the date of first consumer purchase for parts and labor.*
8. ViewSonic networking products are warranted for one (1) year for parts and labor.
9. ViewSonic Commercial Display products are warranted for three (3) years from the date of first consumer purchase for parts and labor.
10. ViewSonic accessory products carry limited warranties. See the product page for additional detail by model.
11. All brand new ViewSonic products carry a thirty (30) day "Dead on Arrival" ("DOA") warranty policy such that a new replacement unit will be provided if the Product is found to be non-operational within thirty (30) days of purchase and freight shall be covered both ways by ViewSonic.
12. All ViewSonic refurbished "B" grade products, including Open Box items carry a ninety (90) day limited warranty on parts and labor.
13. All ViewSonic refurbished "C" grade products are sold "As Is" and carry a thirty (30) day DOA policy for direct buy customers only.
14. No warranty on AS-IS C-stock for end users.

*42" and larger ePoster Products require On-site services in U.S. and Canada. Service may not be available in locations 40 miles outside a major metropolitan area. In the event repairs cannot be performed on-site, you may be required to ship/transport your covered product to a designated repair center.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration or malfunction resulting from:
 1. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 2. Repair or attempted repair by anyone not authorized by ViewSonic.
 3. Damage to or loss of any programs, data or removable storage media.
 4. Software or data loss occurring during repair or replacement.
 5. Any damage of the product due to shipment.
 6. Removal or installation of the product.
 7. Causes external to the product, such as electric power fluctuations or failure.
 8. Use of supplies or parts not meeting ViewSonic's specifications.
 9. Normal wear and tear.
 10. Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
 11. Any other cause which does not relate to a product defect.

12. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
 13. Software - Any third-party software included with the product or installed by the customer.
 14. Hardware/Accessories/Parts/Components - Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
 15. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.
- Removal, installation, and set-up service charges, including wall-mounting of product.

How to get service:

- For information on obtaining warranty service, please visit our support center.
- Your unit must have a Returned Material Authorization number (RMA#) assigned by our Support team.
- Please be prepared to provide the below information when obtaining an RMA# for service:
 1. The serial number of the product.
 2. A copy of the dated sales slip.
 3. Your name.
 4. Email address
 5. Phone number.
 6. Your ship to address,
 7. A description of the problem you are experiencing
 8. Security access information (user name and Password) if service is for a mobile or wireless device in order to access the device and perform warranty service.
- You may ship the product prepaid in the original container, with the associated accessories, to ViewSonic or any ViewSonic authorized service center, referencing your RMA#.
- ViewSonic is not responsible for any returned product without an assigned RMA.
- ViewSonic is not responsible for any damages in transit by your shipper.
- Insurance of the returning product is recommended should you experience any transportation claim from the carrier you select.
- For additional information or the name of the nearest ViewSonic service center, please contact us.
- ViewSonic is not responsible for any returned product without an assigned RMA.

Limitation of implied warranties:

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Exclusion of damages:

VIEWSONIC'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT.

VIEWSONIC SHALL NOT BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT,
2. DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
3. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
4. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

Effect of local law:

This warranty gives you specific legal rights, and you may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A. and Canada:

For ViewSonic products sold outside the U.S. and Canada, contact your ViewSonic dealer or your region for more warranty information and service for your country. Look up our locations here.



Legendary Reliability™

AMERICAN POWER CONVERSION LIMITED FACTORY WARRANTY

One-Year Factory Warranty¹

The limited warranty provided by American Power Conversion (APC®) in this Statement of Limited Factory Warranty applies only to products you purchase for your commercial or industrial use in the ordinary course of your business.

Terms of Warranty

American Power Conversion warrants its products to be free from defects in materials and workmanship for a period of one year from the date of purchase. APC obligation under this warranty is limited to repairing or replacing, at its sole discretion, any such defective products. This warranty does not apply to equipment that has been damaged by accident, negligence or misapplication or has been altered or modified in any way. Repair or replacement of a defective product or part thereof does not extend the original warranty period. Any parts furnished under this warranty may be new or factory remanufactured.

Non-transferable Warranty

This warranty applies only to the original purchaser who must have properly registered the product. Product may be registered at warranty.apc.com.

Exclusions

APC shall not be liable under the warranty if its testing and examination disclose that the alleged defect in the product does not exist or was caused by end user or any third person misuse, negligence, improper installation or testing. Further APC shall not be liable under the warranty for unauthorized attempts to repair or modify wrong or inadequate electrical voltage or connection, inappropriate on-site operation conditions, corrosive atmosphere, repair, installation, start-up by non-APC designated personnel, a change in location or operating use, exposure to the elements, Acts of God, fire, theft, or installation contrary to APC recommendations or specifications or in any event if the APC serial number has been altered, defaced, or removed, or any other cause beyond the range of the intended use.

¹ To determine which factory warranty applies to the APC product you purchased, please consult the factory warranties located on the APC web site: www.apc.com/products

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH. APC DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE. APC EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, APC RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE CONSTITUTE APC SOLE LIABILITY AND PURCHASER'S EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. APC WARRANTIES RUN ONLY TO PURCHASER AND ARE NOT EXTENDED TO ANY THIRD PARTIES.

IN NO EVENT SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OF INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF THE USE, SERVICE OR INSTALLATION, OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER APC HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. SPECIFICALLY, APC IS NOT LIABLE FOR ANY COSTS, SUCH AS LOST PROFITS OR REVENUE, LOSS OF EQUIPMENT, LOSS OF USE OF EQUIPMENT, LOSS OF SOFTWARE, LOSS OF DATA, COSTS OF SUBSTITUANTS, CLAIMS BY THIRD PARTIES, OR OTHERWISE.

NO SALESMAN, EMPLOYEE OR AGENT OF APC IS AUTHORIZED TO ADD TO OR VARY THE TERMS OF THIS WARRANTY. WARRANTY TERMS MAY BE MODIFIED, IF AT ALL, ONLY IN WRITING SIGNED BY AN APC OFFICER AND LEGAL DEPARTMENT.

Warranty Claims

Customers with warranty claims issues may access the APC worldwide customer support network through the APC web site: support.apc.com. Select your country from the country selection pull-down menu. Open the Support tab at the top of the web page to obtain contact information for customer support in your region.

Limited Guardian Warranty
ASCO Power Technologies®
7000 Series Power Transfer Switches

This Warranty is given ONLY to purchasers who buy for commercial or industrial use in the ordinary course of each purchaser's business.

General:

ASCO Power Technologies, LP products and systems are in our opinion the finest available. We take pride in our products and are pleased that you have chosen them. Under certain circumstances we offer with our products the following Limited Guardian Warranty Against Defects in Material and Workmanship.

Please read your Guardian Warranty carefully. This Warranty sets forth our responsibilities in the unlikely event of defect and tells you how to obtain performance under this Warranty.

LIMITED WARRANTY AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP

ASCO PRODUCTS COVERED:

Products Covered	7000 Series
Automatic Transfer Switches	7ATS, 7AUS, 7ACUS, 7ADUS
Automatic Transfer & Bypass-Isolation Switches	7ATB, 7AUB, 7ACUB, 7ADUB
Power Transfer Load Center	7000L
Manually-Operated Transfer Switches	7MTS
Automatic Closed-Transition Transfer Switches	7ACTS
Automatic Closed-Transition Transfer & Bypass-Isolation Switches	7ACTB
Non-Automatic Transfer Switches – Electrically Operated	7NTS
Automatic Delayed-Transition Transfer Switches	7ADTS
Automatic Delayed-Transition Transfer & Bypass-Isolation Switches	7ADTB
Automatic Soft Load Transfer Switches	7ASLS, 7ASLD, 7ASLE, 7ASUD, 7ASUS
Automatic Soft Load Transfer & Bypass-Isolation Switches	7ASLB, 7ASUB

Terms of Warranty:

The following Limited Warranty is conditioned upon User's compliance with the following:

1. The ASCO 7000 Power Transfer Switch is installed in accordance with ASCO specifications and state and local codes and standards by an electrician licensed in the state of installation.
2. The ASCO 7000 Power Transfer Switch is maintained in accordance with ASCO instructions and used under normal conditions for the purposes intended by ASCO.

As provided herein, the ASCO product is warranted to be free of defects in material and workmanship for a period of two, five, and ten years from date of shipment from ASCO provided that the product has been stored in a suitable environment prior to installation; except, however, for 7AUS, 7AUB, 7ASLD, 7ASLE, 7ASUD, 7ASUS, 7ASUB and 7000L products, the warranty period for the circuit breaker shall be two (2) years from date of shipment from ASCO. The product shipment date will be determined only from the ASCO bill of lading. If any part or portion of the ASCO product fails to conform to the Warranty within the Warranty period, ASCO, at its option, will furnish new or factory remanufactured products for repair or replacement of that portion or part.

YEARS 1 – 2: Covers all replacement parts, labor, and travel expenses necessary to remedy the defects in material and/or workmanship. All warranty repair or replacement of said equipment will be performed at ASCO's option at ASCO's service facility location, factory, or User's installation site by ASCO's certified service personnel as deemed most practical by ASCO.

YEARS 3 – 5: Following expiration of the initial two year warranty period as detailed herein, parts only determined to be defective will be provided at no charge. Customer is responsible for all other related costs (labor and travel expenses). This does not apply to circuit breakers in 7AUS, 7AUB, 7ASLD, 7ASLE, 7ASUD, 7ASUS, 7ASUB and 7000L products.

YEARS 6 – 10: Following expiration of year five warranty period as detailed herein, Main Contacts only determined to be defective will be provided at no charge. Customer is responsible for all other related costs (labor and travel expenses).

Optional Available Extended Warranty:

Optional extended warranty coverage may be purchased from ASCO for a specified fee at the time of the original sale. If purchased, it shall extend the coverage conditions noted for years 1-2 above up to an additional three (3) years, to provide up to five (5) years of coverage applicable to the above referenced products. Extended warranty coverage must be purchased in one (1) year increments. The length of the optional extended coverage shall be reflected on the ASCO invoice and/or order acknowledgement document. The extended warranty coverage does not affect the standard warranty described above for years 3-10 or the 2 year circuit breaker warranty; those warranty periods will remain the same.

All warranty related repairs, replacements or adjustments must be made by ASCO Services Inc. or its duly authorized representative.

Warranty Extends to First Purchaser for Use, Non-transferable:

This Warranty is extended to the first person, firm, association or corporation for whom the ASCO product specified herein is originally installed for use (the "User") in the fifty United States or Canada. This Warranty is not transferable or assignable without the prior written permission of ASCO.

Assignment of Warranties:

ASCO assigns to User any warranties which are made by manufacturers and suppliers of components of, or accessories to, the ASCO product and which are assignable, but ASCO makes NO REPRESENTATIONS as to the effectiveness or extent of such warranties, assumes NO RESPONSIBILITY for any matters which may be warranted by such manufacturers or suppliers and extends no coverage under this Warranty to such components or accessories.

Drawings, Descriptions:

ASCO warrants for the period and on the terms of the Warranty set forth herein that the ASCO product will conform to the descriptions contained in the certified drawings, if any, applicable thereto, to ASCO's final invoices, and to applicable ASCO product brochures and manuals current as of the date of product shipment ("Descriptions"). ASCO does not control the use of any ASCO product. Accordingly, it is understood that the Descriptions are NOT WARRANTIES OF PERFORMANCE and NOT WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE.

Warranty Claims Procedure:

Within a reasonable time, but in no case to exceed thirty (30) days, after User's discovery of a defect, User shall contact ascopowerwarranty@emerson.com. Subject to the limitations specified herein, (i) during the first two years of the warranty, an ASCO service representative will repair the non-conforming ASCO product warranted hereunder without charge for parts, labor, or travel expenses; (ii) during the remainder of the warranty, ASCO will arrange for an ASCO service representative to repair or replace the non-conforming ASCO product warranted hereunder without charge for covered parts, and User shall bear all labor, travel expenses, and shipping charges associated with repair or replacement of the product herein. Warranty coverage will apply only after ASCO's inspection discloses the claimed defect and shows no signs of treatment or use that would void the coverage of this Warranty. All defective products and component parts replaced under this warranty become the property of ASCO.

Warranty Performance of Component Manufacturers:

It is ASCO's practice, consistent with its desire to remedy Warranty defects in the most prompt and effective manner possible, to cooperate with and utilize the services of component manufacturers and their authorized representatives in the performance of work to correct defects in the product components. Accordingly, ASCO may utilize third parties in the performance of Warranty work, including repair or replacement hereunder, where, in ASCO's opinion, such work can be performed in less time, with less expense, or in closer proximity to the ASCO product.

Items Not Covered By Warranty:

THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECT CAUSED BY misuse, improper application, wrong or inadequate electrical current or connection, negligence, inappropriate on site operating conditions, repair by non-ASCO designated personnel, accident in transit, tampering, alterations, a change in location or operating use, exposure to the elements, water, or other corrosive liquids or gases, Acts of God, theft or installation contrary to ASCO's recommendations or specifications, or in any event if the ASCO serial number has been altered, defaced, or removed.

THIS WARRANTY DOES NOT COVER shipping costs, installation costs, external circuit breaker resetting or maintenance or service items and further, except as may be provided herein, does NOT include labor costs or transportation charges arising from the replacement of the ASCO product or any part thereof or charges to remove or reinstall same at any premises of User.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR PART THEREOF DOES NOT EXTEND THE ORIGINAL WARRANTY PERIOD.

THE PRODUCTS LISTED IN THIS WARRANTY ARE NOT FOR USE IN THE CONTROL AREA OR ANY REACTOR CONNECTED OR SAFETY APPLICATIONS OR WITHIN THE CONTAINMENT AREA OF A NUCLEAR FACILITY OR FOR INTEGRATION INTO MEDICAL DEVICES.

Limitations:

THIS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

USER'S SOLE AND EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF THE ASCO PRODUCT AS SET FORTH HEREIN.

IF USER'S REMEDY IS DEEMED TO FAIL OF ITS ESSENTIAL PURPOSE BY A COURT OF COMPETENT JURISDICTION, ASCO'S RESPONSIBILITY FOR PROPERTY LOSS OR DAMAGE SHALL NOT EXCEED THE NET PRODUCT PURCHASE PRICE.

IN NO EVENT SHALL ASCO ASSUME ANY LIABILITY FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES OF ANY KIND WHATSOEVER, INCLUDING WITHOUT LIMITATION LOST PROFITS, BUSINESS INTERRUPTION OR LOSS OF DATA, WHETHER ANY CLAIM IS BASED UPON THEORIES OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, TORT, OR OTHERWISE.

Miscellaneous:

NO SALESPERSON, EMPLOYEE OR AGENT OF ASCO IS AUTHORIZED TO ADD TO OR VARY THE TERMS OF THIS WARRANTY. Warranty terms may be modified, if at all, only in writing signed by an ASCO officer.

ASCO obligations under this Warranty are conditioned upon ASCO timely receipt of full payment of the product purchase price and any other amounts due. ASCO reserves the right to supplement or change the terms of this Warranty in any subsequent warranty offering to User or others.

In the event that any provision of this Warranty should be or becomes invalid and/or unenforceable during the warranty period, the remaining terms and provisions shall continue in full force and effect.

This Warranty shall be governed by, and construed under, the laws of the State of New Jersey, without reference to the conflict of laws principles thereof.

This Warranty represents the entire agreement between ASCO and User with respect to the subject matter herein and supersedes all prior or contemporaneous oral or written communications, representations, understandings or agreements relating to this subject.



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BenQ America Warranty/Service Info on U.S. Products Used Overseas

Posted by Wes Stalcup on Thu, May 31, 2012

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We have received a number of inquiries from customers who have purchased BenQ products in the US and shipped or taken them for use overseas. The following statement applies to customers outside of the US who are requesting service for their products.

In response to inquiries for service and upgrades to the BenQ XL2420TX which were purchased in the US and shipped/taken overseas, please note the following warranty terms outlined in paragraph 1 BenQ America Corp. End User Limited Warranty:



BenQ America Corp. ("BenQ") warrants the BenQ LCD Monitor ("Product"), you have purchased from BenQ or from a BenQ authorized reseller/retailer to be free from defects in materials or workmanship under normal consumer use during the warranty period in the continental United States, Hawaii, and Alaska.

As outlined in the warranty terms, BenQ America Corp. does not warrant products outside of the warranty period nor outside of the continental US, Hawaii and Alaska (collectively, "the US"). In the instance of the XL2420TX, this model is not available for sale outside of the US by BenQ America Corp. and therefore likewise is not serviceable outside of the US. However, BenQ America Corp. will provide service/upgrades to firmware with certain limitations as below.

If you purchase a product from a BenQ authorized reseller/retailer in the US, who agrees to ship the product outside of the US, you will need to contact the reseller/retailer for service options for your product. We may be able to complete repairs submitted through the original reseller/retailer in the US.

All other US purchased products but currently located outside of the US, such as those that were purchased in the US and shipped overseas from a US address, or those that were purchased in the US and taken overseas, will need to be sent to us at the sole cost of the owner, to handle the RMA (Return Merchandise Authorization) process. Please note that BenQ will not return the product to any address outside of the continental US, Hawaii or Alaska. As such, you will need to provide a US return address for the product to be shipped to, following any repairs/upgrades.

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[BenQ America Corp. Announces XL-Z](#)

Please note that the preceding statement also applies to other BenQ products sold by BenQ America Corp. or its authorized reseller/retailer in the continental US, Hawaii or Alaska

Topics: BenQ US warranty, BenQ USA product service, BenQ America

Series Gaming Monitor Firmware Update And Support for Authorized Third-Party Software Utilities

Start the New Year with Super Rebates!

New M5 Series Projectors are Brighter with Longer Lamp Life

BenQ MX661 Projector Simplifies Wireless Presentations for BYOD Applications

BenQ Donates MX813ST Classroom Projector to Boost Interactive Learning for United Teachers of Dade

BenQ Introduces Amazing ZeroFlicker™ Technology for Gaming at MLG Spring Championship

First Name *

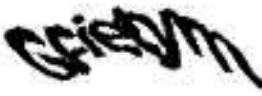
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™ Product names, logos, brands, and other trademarks are the property of their respective trademark holders.

BROTHER® ONE-YEAR LIMITED WARRANTY AND REPLACEMENT SERVICE – MW (USA ONLY)

Who is covered:

- This limited warranty ("warranty") is given only to the original end-use/retail purchaser (referred to in this warranty as "Original Purchaser") of the accompanying MW Printer, consumables and accessories (collectively referred to in this warranty as "this Printer").
- If you purchased a Printer from someone other than an authorized Brother reseller in the United States or if the Printer was used (including but not limited to floor models or refurbished Printers), prior to your purchase you are not the Original Purchaser and the Printer that you purchased is not covered by this warranty.

What is covered:

- This Printer includes a Printer and Consumable and Accessory Items. Consumable and Accessory Items include but are not limited to paper cassette, battery, and adapter.
- Except as otherwise provided herein, Brother warrants that the Printer and the accompanying Consumable and Accessory Items will be free from defects in materials and workmanship, when used under normal conditions.
- This warranty applies only to Printers purchased and used in the United States. For Printers purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shipping outside the United States).

What is the length of the Warranty Periods:

- Printer: one year from the original purchase date.
- Accompanying Consumable and Accessory Items: 90 days from the original purchase date or the rated life of consumable, whichever comes first.

What is NOT covered:

This warranty does not cover:

- (1) Physical damage to this Printer;
- (2) Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this Printer without the proper preparation and/or packaging);

- (3) Damage caused by another device or software used with this Printer (including but not limited to damage resulting from use of non Brother®-brand parts and Consumable and Accessory Items);
- (4) Consumable and Accessory Items that expired in accordance with a rated life;
- (5) Problems arising from other than defects in materials or workmanship.

This limited warranty is VOID if this Printer has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from Brother and/or alteration/removal of the serial number).

What to do if you think your Printer is eligible for warranty service:

Report your issue to our Customer Service Hotline at **1-877-BROTHER (1-877-276-8437)** within the applicable warranty period. Supply Brother with a copy of your dated bill of sale showing that this Printer was purchased within the U.S.

What Brother will ask you to do:

After contacting Brother you will be required to send the Printer properly packaged, freight prepaid, to Brother together with a photocopy of your bill of sale. **Brother will provide a Return Authorization Number (i.e. RA#) that must be written on the outside of the carton that contains your Printer and instruction to where you should return your Printer. You are responsible for the cost of shipping, packing the Printer, and insurance (if you desire).** You are also responsible for loss or damage to this Printer in shipping.

What Brother will do:

If the problem reported concerning your Printer and/or accompanying Consumable and Accessory Items is covered by this warranty and if you first reported the problem to Brother within the applicable warranty period, Brother will repair or replace the Printer and/or accompanying Consumable and Accessory Items at no charge to you for parts or labor. The decision as to whether to repair or replace the Machine and/or accompanying Consumable and Accessory Items is made by Brother in its sole discretion. Brother reserves the right to supply a refurbished or remanufactured

replacement Printer and/or accompanying Consumable and Accessory Items and use refurbished parts provided such replacement Printers conform to the manufacturer's specifications for new Printerparts. The repaired or replacement Printer and/or accompanying Consumable and Accessory Items will be returned to you freight prepaid.

If the Printer and/or accompanying Consumable and Accessory Items are not covered by this warranty (either stage), you will be charged for shipping the Printer and/or accompanying Consumable and Accessory Items back to you and charged for any service and/or replacement parts/Printers at Brother's then current published rates.

The foregoing are your sole (i.e., only) and exclusive remedies under this warranty.

What happens when Brother elects to replace your Printer:

Brother's Express Exchange Service Brother will send to you a replacement Printer shipped for receipt within two business days, with the understanding that you will, after receipt of the replacement Printer, supply the required proof of purchase information, together with the Printer that Brother agreed to replace. You are then expected to pack the Printer that Brother agreed to replace in the package from the replacement Printer and return it to Brother using the pre-paid freight bill supplied by Brother in accordance with the instructions provided by Brother. Since you will be in possession of two machines, Brother will require that you provide a valid major credit card number. Brother will issue a hold against the credit card account number that you provide until Brother receives your original Printer and determines that your original Printer is entitled to warranty coverage. Your credit card will be charged up to the cost of a new Printer only if: (i) you do not return your original Printer to Brother within five (5) business days; (ii) the problems with your original Printer are not covered by the limited warranty; (iii) the proper packaging instructions are not followed and has caused damage to the Printer; or (iv) the warranty period on your original Printer has expired or has not been sufficiently validated with a copy of the proof of purchase (bill of sale). The replacement Printer you receive

CANON imagePROGRAF LARGE FORMAT PRINTER LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") with respect to the Canon imagePROGRAF Large Format Printer packaged with this limited warranty and Canon branded accessories and options designed for use with the imagePROGRAF Large Format Printer (collectively, the "Product"). Canon warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of one (1) year after delivery to the original purchaser ("Purchaser") by Canon or its authorized dealer. During the relevant warranty period, Canon shall, in its sole discretion and without charge, repair or replace any defective part with a new or comparable rebuilt part or replace the Product with a new or rebuilt Product. Warranty replacement shall not extend the warranty period of the defective Product. This warranty shall not extend to the Canon Printhead for the Product, for which a separate warranty is given. Nor shall this warranty cover other consumable parts or consumables, such as paper and ink cartridges, as to which there shall be no warranty or replacement.

You must call the appropriate number below for remote diagnostic assistance for operation and support of the Product.

- | | |
|--|--|
| In the United States: | In Canada: |
| • Your local Service Provider; or call | • Your local Service Provider; or call |
| • 1-800-423-2366, Monday through Friday from 8:00 a.m. to 8:00 p.m. ET | • 1-800-OK-CANON, Monday through Friday from 9:00 a.m. to 5:00 p.m. ET |

You must cooperate with Canon in remotely diagnosing the Product's malfunction. Canon may attempt to correct the malfunction remotely, with your assistance. If Canon cannot fix your Product's malfunction through remote diagnostics, Canon shall schedule an on-site service call by an independent authorized Canon Service Provider (the "Service Provider") or Canon will send you a replacement part for any defective user replaceable item. You will be charged at the then-current service call rates of Canon or the Service Provider if the defects in the Product are not covered by this limited warranty, or if the applicable warranty period for the Product has expired or warranty coverage has not been sufficiently established by appropriate documentation.

This warranty shall only apply if this Product is used in conjunction with compatible computers, peripheral equipment and software, as to which items Canon shall have no responsibility. NON-CANON BRAND COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHICH MAY BE DISTRIBUTED WITH THE PRODUCT ARE SOLD AS IS, WITHOUT WARRANTY OF ANY KIND BY CANON, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The sole warranty, if any, with respect to such non-Canon brand item is given by the manufacturer or producer thereof.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRODUCT. NO OTHER EXPRESS WARRANTY OR GUARANTEE, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

THIS WARRANTY SHALL BE VOID AND OF NO FORCE AND EFFECT IF THE PRODUCT IS DAMAGED AS A RESULT OF (A) ABUSE, NEGLIGENCE, MISHANDLING, ALTERATION, ELECTRIC CURRENT FLUCTUATION OR ACCIDENT, (B) IMPROPER USE, INCLUDING FAILURE TO FOLLOW OPERATING OR MAINTENANCE INSTRUCTIONS IN, OR ENVIRONMENTAL CONDITIONS PRESCRIBED IN, CANON'S USER'S GUIDE OR OTHER DOCUMENTATION FOR THE PRODUCT, (C) REPAIR BY OTHER THAN SERVICE REPRESENTATIVES QUALIFIED BY CANON WHO ARE ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) WHICH DAMAGE THE PRODUCT OR CAUSE ABNORMALLY FREQUENT SERVICE CALLS OR SERVICE PROBLEMS OR (E) USE OF THE PRODUCT WITH NON-COMPATIBLE COMPUTERS, PERIPHERAL EQUIPMENT OR SOFTWARE, INCLUDING THE USE OF THE PRODUCT IN ANY SYSTEM CONFIGURATION NOT RECOMMENDED IN ANY USER'S GUIDE OR OTHER DOCUMENTATION FOR THE PRODUCT, NOR DOES THIS WARRANTY EXTEND TO ANY PRODUCT ON WHICH THE ORIGINAL IDENTIFICATION MARKS OR SERIAL NUMBERS HAVE BEEN DEFACED, REMOVED, OR ALTERED.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE DISKETTES OR CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NEITHER CANON NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, LOSS OR CORRUPTION OF DATA INCLUDING, WITHOUT LIMITATION, DATA STORED ON THE PRODUCT'S HARD DISK DRIVE, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS, ARISING OUT OF THE POSSESSION, USE, MISUSE OR INABILITY TO USE THE PRODUCT SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE PURCHASER, AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

Defective parts must be returned to Canon or a Service Provider with all necessary documentation and will become the property of Canon.

THIS WARRANTY APPLIES TO PRODUCTS SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

Canon

Canon U.S.A., Inc. One Canon Plaza Lake Success, New York 11042-1198
Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

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Printed in Japan

QT5-1868-V1

CANON ImagePROGRAF PRINTHEAD LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the ImagePROGRAF Printhead packaged with this Limited Warranty (the "Printhead") to be free from defects in workmanship and materials under normal use and service, for a period of one-year after delivery to the original purchaser of the Printhead, or for the period that the "Head Lot Number" of the Printhead, as displayed in the "Status Display" of the Status Monitor utility accompanying the Product in which the Printhead is incorporated, has a last character of "a"¹, whichever period expires first. During the relevant warranty period, Canon shall, in its sole discretion and without charge, repair or replace any defective Printhead with a new or comparable rebuilt Printhead. Warranty replacement shall not extend the warranty period of the defective Printhead.

To arrange for warranty services by Canon please call:

In the United States:

- 1-800-423-2366, Monday through Friday
from 8:00 a.m. to 8:00 p.m., E.T.

In Canada:

- 1-800-OK-CANON, Monday through Friday
from 9:00 a.m. to 8:00 p.m., E.T.

If the Printhead malfunction is not covered by this Limited Warranty or the applicable warranty period has expired or has not been sufficiently established by appropriate documentation, you will be required to replace the Printhead at your expense.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRINTHEAD. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRINTHEAD SHALL BIND CANON OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRINTHEAD.

This warranty shall be void and of no force and effect if the Printhead is damaged as a result of (a) abuse, neglect, mishandling, improper cleaning, unauthorized repairs or alteration of the Printhead, or a Product in which the Printhead is incorporated, electric current fluctuation, or accident, (b) improper use, including failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon's operator's manual or other documentation, (c) installation or repair by other than service representatives qualified by Canon who are acting in accordance with Canon's service bulletins, or (d) use of supplies or parts (other than those distributed by Canon) which damage the Printhead or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Printhead on which the original identification marks or serial numbers have been defaced, removed, or altered.

NEITHER CANON NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRINTHEAD REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRINTHEAD CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRINTHEAD SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRINTHEAD AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

At Canon's discretion, defective parts must be returned with all necessary documentation and will become the property of Canon.

THIS WARRANTY APPLIES TO PRINTHEADS SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

¹ Subject to the first paragraph of this Limited Warranty, any character other than "a" displayed as the last character of the Head Lot Number signifies that warranty coverage has lapsed. Please see <http://www.usa.canon.com/imageprograf> for further information.

Canon

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Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

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Warranties

Introduction

Dell-branded hardware products come with either a 90-day limited warranty, a one-year limited warranty, a two-year limited warranty, a three-year limited warranty, or a four-year limited warranty. The information below is a description of Dell's 90-day, one-year, three-year, and four-year limited warranties for systems purchased in the United States. The limited warranty covering your system will be noted on your invoice and included in the documentation accompanying your system.

NOTE: This information applies to the United States only, unless specifically stated otherwise.

- ▶ [90-Day Limited Warranty](#)
- ▶ [One-Year Limited Warranty](#)
- ▶ [Two-Year Limited Warranty](#)
- ▶ [Three-Year Limited Warranty](#)
- ▶ [Four-Year Limited Warranty](#)
- ▶ ["Total Satisfaction" Return Policy](#)

90-Day Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is 90-days beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized, or usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripheral department. Monitors, keyboards, and mice that are Dell branded or that are on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those purchased through the Software & Peripherals department) are not covered.

During the ninety-day period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate phone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment. You must accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid to an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty is not extended.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO AN IMPLIED WARRANTY OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT. DELL DOES NOT ACCEPT LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's 90-day limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

One-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is one year beginning on the date of invoice, as further described in the following text:

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized, or usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (not specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are listed on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those purchased through the Software & Peripherals department) are not covered.

During the one-year period beginning on the invoice date, Dell will repair or replace products returned to Dell's facility. To request warranty service, you must contact Dell's Customer Technical Support within the limited warranty period. Refer to the chapter "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer support. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or information.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty is not extended.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO AN IMPLIED WARRANTY OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT. LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's one-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

Two-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is two years beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, or usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or parts purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those purchased through the Software & Peripherals department) are not covered. Product batteries for portable computers are covered during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One (United States Only)

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate phone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment. You accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid to an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or information.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty is not extended.

Limited Warranty Coverage During Year Two (United States Only)

During the second year of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy, on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a replacement is required. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) to an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. You must include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts and the obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. You will pay Dell for replacement parts when the replaced part is not returned to Dell. If you choose to exchange a system or component, the exchange will be made in accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup procedures.

General

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL SURVIVE AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT. DELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's two-year limited warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract that you will receive.

Three-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is three years beginning on the date of invoice, as further described in the following sections.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized, or usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or parts purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are included in Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those purchased through the Software & Peripherals department) are not covered. Product batteries for portable computers are covered during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One (United States Only)

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty. If a product is returned to Dell's facility, you must contact Dell's Customer Technical Support within the warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment. You accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid to an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or damage to data.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty is not extended.

Limited Warranty Coverage During Years Two and Three (United States Only)

During the second and third years of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty that require replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance of Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) to an address in the continental United States, where applicable. Shipments to other locations will be made freight collect. You must include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you.

warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced part obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. You will pay Dell for replacement parts when the replaced part is not returned to Dell. If you exchange a system or component, the exchange will be made in accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for the expiration of the limited warranty period in order for the repairs to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup procedures.

General

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL SURVIVE AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT. DELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's three-year limited warranty only. For provisions of any on-site service contract covering your product, refer to the separate on-site service contract that you will receive.

Four-Year Limited Warranty (United States Only)

Dell, Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is four years beginning on the date of invoice, as further described in the following table.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized, or usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or products purchased through the Software & Peripherals department. Monitors, keyboards, and mice that are Dell branded or that are on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those purchased through the Software & Peripherals department) are not covered. Product batteries for portable computers are covered during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One (United States Only)

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request limited warranty service, you must contact Dell's Customer Technical Support within the warranty period. Refer to the chapter titled "Getting Help" or "Contacting Dell" in your documentation to find the appropriate contact information for obtaining customer assistance. If limited warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you free of charge if you use an address in the continental U.S., where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards. Dell does not accept liability for lost data or

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in

performing limited warranty repairs and building replacement products. If Dell repairs or replaces a product, its limited warranty is not extended.

Limited Warranty Coverage During Years Two, Three, and Four (United States Only)

During the second, third, and fourth years of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship the replacement part (freight prepaid) if you use an address in the continental United States, where applicable. Shipments to other locations will be freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replacement part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when available. The limited warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts when the replaced part is not returned to Dell. The process for returning replaced parts and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange. If Dell elects to exchange a system or component, the exchange will be made according to Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the limited warranty period in order for the repair to be covered by the limited warranty.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup procedures.

General

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL SURVIVE AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT. DELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's four-year limited warranty only. For provisions of any on-site service contract covering your product, refer to the separate on-site service contract that you will receive.

"Total Satisfaction" Return Policy (United States Only)

If you are an end-user customer who bought new products directly from a Dell company, you may return them to Dell within 30 days of the date of invoice for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from a Dell company, you may return them to Dell within 14 days of the date of invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your invoice. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service to receive a Credit Return Authorization Number. Refer to the chapter "Getting Help" in your system's troubleshooting documentation to find the appropriate telephone number for obtaining customer assistance. To expedite the processing of your refund or credit, Dell expects you to return the products to Dell in their original packaging within five days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges for the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the original package containing the diskette(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manufacturer's accessories, including diskette(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want a refund or credit only, either applications software or an operating system that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

This "Total Satisfaction" Return Policy does not apply to items purchased from our Software & Peripherals division. For those

please instead refer to the Software & Peripherals division's then-current return policy. The "Total Satisfaction" Return Policy not apply to Dell | EMC storage products.

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Offers subject to change, not combinable with all other offers. Taxes, shipping, handling and other fees apply. U.S. Dell Home cancel orders arising from pricing or other errors.

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EMC PRODUCT WARRANTY AND MAINTENANCE TABLE

The table below sets forth EMC® product-specific warranty and maintenance terms and information. Each product identified as equipment also includes its related operating system, operating environment or microcode (also defined in many contracts as “Core software”), if any, unless the table indicates that such operating system is licensed as a separate product. Any EMC software that is licensed as a separate product and is not specifically identified on this table is governed by the terms stated in the row entitled “software.”

EMC recommends that you locate products on the following table by simultaneously pressing the “Control” key and the letter “F” key to activate the “Find” feature, and then typing in the name of the applicable product.

Additional information about available Support Options as well as other important information can be found by clicking the link found [here](#).

Notice: In accordance with widely used business practices in the IT industry and in support of EMC’s worldwide sustainability and recycling initiatives, Equipment may contain components that are (i) previously unused; or (ii) re-manufactured to contain the most current updates, meet all relevant test specifications and be functionally equivalent to previously unused components. Spare, upgrade and/or replacement components may be re-manufactured. EMC warranty terms apply equally to all components. For information on EMC’s recycling and sustainability efforts please [click here](#).

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
AlphaStor Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
ApplicationXtender Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
AppSync	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Atmos Equipment	3 years; Enhanced	Premium, Enhanced	Disk drives (Atmos software 2.2.0 or greater required)
Atmos Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None EMC will perform the installation of software updates
Autograph Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Automated Failover Manager (AFM) Software	90 days; defective media replacement Support during warranty available with purchase of a RecoverPoint or MirrorView maintenance support option.	Premium	None The AFM is included with RecoverPoint or MirrorView software only
AutoStart Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
AutoSwap Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
AVALONidm Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)
Avamar Data Store	2 years; Enhanced	Premium, Enhanced	Power supply, disk drives
Avamar Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Backup Manager for SharePoint Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Blade Logic Brand Software	No longer available for sale; maintenance only	Premium, Enhanced	None
Captiva Family Software (Except Pixtools and QuickScanPro products)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Celerra NS-120 and NS-480 Equipment	3 years; Enhanced	Enhanced, Premium	Power/cooling module (in processor enclosures), blade, management I/O module (in Storage Processor enclosure), SFP transceiver, standby power supply, and disk
Celerra NS20 Equipment	3 years; Enhanced	Enhanced, Premium	Power/cooling module (in processor enclosures), SFP transceiver module, disk
Celerra NS-960 and NS-68 Equipment	3 years; Enhanced	Enhanced, Premium	SFP transceivers, X-Blade enclosure power supply, X-Blade enclosure fan, Storage Processor enclosure power supply, Storage Processor enclosure fan, and disk
Celerra NS-G2 Equipment	3 years; Enhanced	Enhanced, Premium	Power/cooling Module (in Processor Enclosures), fan blade, SFP transceiver, and disk
Celerra NX4 equipment	3 years; Enhanced	Enhanced, Premium	Power/cooling module (in processor enclosures, and in disk array enclosures), blade, Storage Processor (SP), SP DIMM memory, SP I/O module, SFP transceiver, standby Power supply, link control card, and disk
Celerra NX4 Core software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Not Applicable
Celerra VG2 and VG8 Equipment	3 years; Enhanced	Premium, Enhanced	Power/Cooling Module, SFP-compliant transceiver, UltraFlex I/O Module, Management Module
Centera Family Equipment	2 years, Enhanced	Premium, Enhanced	With Enhanced support option, Customer is responsible for resetting of modems and nodes
Centera Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None EMC will perform the installation of software updates
CLARIION AX4 series equipment	3 years; Enhanced	Premium, Enhanced	All components; Installation of AX4 Core software and system-based software releases
CLARIION AX4 software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Not Applicable
CLARIION CX4-series Equipment	No longer available for sale; maintenance only	Premium, Enhanced	Power supply, cooling units, small form factor pluggable transceivers, disk drives per approval of Disk Replacement Utility (DRU) tool, DAE power supply, LCC; Installation of CX4-Series Core software and system-based software releases

Product	Standard Warranty	Available Support Options	Designated Customer-Replaceable Units (CRUs)*
CloudArray Software (Appliance and Virtual Edition)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
CloudArray Appliance Equipment	1 year; Limited	Premium	Disk Drives, Power Supply
Cloud Tiering Appliance (CTA) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Cloud Tiering Appliance – Virtual Edition (CTA/VE) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Cloud Tiering Appliance (CTA) Equipment	1 year; Enhanced	Premium, Enhanced	Disk Drives, Power Supply
Connectrix Family of Directors	3 years; Enhanced	Enhanced, Premium	Power supplies, fans, optics, cables
Connectrix Family of Switches (except Connectrix devices listed below)	3 years; Enhanced	Enhanced, Premium	Power supplies, fans, optics, cables and the complete switch when applicable
Connectrix Manager Software including CMCCE, CMCNE, Cisco Fabric Manager and Data Center Network Manager	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Connectrix NEX-5010, NEX-5020, AP-7600B, ES-5832B, MP-8000B, MP-7500B, MP-7800B, MP-7840B	2 years; Premium	Premium	None
CopyPoint Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Data Domain Software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Data Domain System	1 year hardware only; Limited Warranty Software (DDOS) 90 day; defective media replacement Support for DDOS during warranty available with purchase of a maintenance support option	Premium, Enhanced	Power supply, disk drives, SAS controller on ES20, external fans, bezels, cables and rails
Data Protection Advisor	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
DatabaseXtender Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Disk Library DL1500, DL3000, and 3D 4000 Family Equipment	3 years; Enhanced	Premium, Enhanced	None
Disk Library Family Equipment (except for DL1500, DL3000, and 3D 4000)	2 years; Premium	Premium	None
Disk Library for Mainframe, DLm8000/6000/2000/1000, DLm8100 w/VMAX, DLm8100 w/VNX/DD, DLm2100 w/DD, DLm2100 w/VHX	2 years; Premium	Premium	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)
DiskXtender Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Documentum Family Software (except ApplicationXtender)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
ECS Appliance Equipment	Equipment: 1 year; Limited	Premium, Enhanced	None
ECS Appliance Software	90 days; defective media replacement. Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
eRoom Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
File Management Appliance Equipment	1 year; Enhanced	Premium, Enhanced	Disk drives, power supplies
File Management Appliance Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Geographically Dispersed Disaster Restart Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Greenplum Data Computing Appliance (DCA)	1 year hardware only; Limited Warranty	Premium	None
Greenplum Data Integration Accelerator ("DIA")	1 Year hardware only; Limited Warranty 90 days for software in the DIA; defective media replacement Support for software during warranty available with the purchase of a maintenance support option	Premium (covers both hardware and software portion of the DIA)	EMC will perform the installation of software updates included with the purchase of the DIA
Greenplum DCA OE (operating environment Software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	EMC will perform the installation of software updates included with the purchase of the DCA. However, before EMC can perform the installation of an out-of-family software update (e.g., 4.0 to 4.1) for the Greenplum Database software on the DCA, Customer is required to purchase the DCA Greenplum Database Upgrade Preparation Service.
Greenplum Family Standalone Production Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
HomeBase Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced	None
InfoMover	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Ionix ControlCenter Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Ionix Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
Ionix for IT Operations Intelligence (formerly Smarts)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
Ionix Network Configuration Manager (formerly Voyence)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)
Isilon Family Equipment	1 year; hardware only; Limited Warranty	Premium, Enhanced	Power supplies, power cables, NVRAM batteries, Hard Disks, Rail kits, IB switches, IB cables, faceplates
Isilon Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
IT Compliance Analyzer Application Edition Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
IT Performance Reporter Network Edition Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
IT Process Centre Request Management Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
Mainframe Disk Library (MDL) Equipment	1 year; Basic	Premium, Enhanced, Basic	Disk drives, power supplies
Mainframe Disk Library (MDL) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
MirrorView Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Navisphere Family Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
NetWorker Family Software (except for NetWorker Fast Start)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Open Migrator/LM Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Open Replicator For Symmetrix Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
PowerExchange PAX Connector to Greenplum	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
PowerPath Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
ProSphere Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
Rainfinity Appliance Equipment	1 year; Enhanced	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	Disk drives and power supply
Rainfinity Appliance Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	
RecoverPoint Equipment	3 years; Premium	Premium	None
RecoverPoint Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
Replication Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
ReplStor Software	No longer available for sale; maintenance only	Premium, Enhanced	None
SAN Copy Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
ScaleIO	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
SnapView Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Software (all other EMC Software products not listed separately in this table)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Basic	None
SourceOne eDiscovery Equipment	1 year; Enhanced	Premium, Enhanced	Power supply, disk drives
SourceOne eDiscovery Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
SourceOne Family Software (excluding SourceOne eDiscovery)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
SRDF Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Storage Analytics Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Storage Resource Management Suite	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
Symmetrix DMX Enginuity (operating environment software)	3 years; Premium	Premium	None EMC will perform the installation of software updates
Symmetrix DMX Family Equipment (excluding Symmetrix VMAX)	3 years; Premium	Premium	None
Symmetrix Management Console Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Symmetrix Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Symmetrix Optimizer Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Symmetrix VMAX Cloud Edition	1 year; Limited	Premium	None
Symmetrix VMAX/VMAXe Enginuity (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None EMC will perform the installation of software updates
Symmetrix VMAX/VMAXe Family Equipment (operating environment licensed separately)	3 years; Premium	Premium	Disk drives

Product	Standard Warranty	Available Support Options	Designated Customer-Replaceable Units (CRUs)*
Telestream Flip Factory Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
TimeFinder Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
VFCache	3 years; Enhanced	Premium, Enhanced	VFCache PCIe card
VIPR	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
VIPR SRM	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
VMAX 10K File	3 years, Enhanced	Premium, Enhanced	Power supply, UltraFlex I/O module, SFP transceiver, management module
VMAX NAS Gateway with VNX VG10 or VNX VG50 Data Movers	3 years, Enhanced	Premium, Enhanced	Power supply, UltraFlex I/O module, SFP transceiver, management module
VNX CA	3 years, Enhanced	Premium, Enhanced	Disks, power supply, fan assembly, SFP transceiver, link control card, UltraFlex I/O module, battery backup unit, management module
VNX F	1 year, hardware only; Limited Warranty Software (VNX OE) – see below	Premium, Enhanced	Disks, power supply, fan assembly, SFP transceiver, link control card, UltraFlex I/O module, battery backup unit, management module
VNX OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
VNX optional Software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
VNX VG2 VNX VG8 VNX VG10 VNX VG50	3 years, Enhanced	Premium, Enhanced	Power supply, UltraFlex I/O module, SFP transceiver, management module
VNX5100	3 years, Enhanced	Premium, Enhanced	Disks, power supply, standby power supply, SFP transceiver, link control card
VNX5150	3 years, Basic	Premium, Enhanced	Disks, power supply, standby power supply, SFP transceiver, link control card
VNX5200 VNX5400 VNX5600 VNX5800 VNX7600 VNX8000	3 years, Enhanced	Premium, Enhanced	Disks, power supply, fan assembly, SFP transceiver, link control card, UltraFlex I/O module, battery backup unit, management module
VNX5300 VNX5500 VNX5700 VNX7500	3 years, Enhanced	Premium, Enhanced	Disks, power supply, standby power supply, SFP transceiver, link control card, Ultraflex I/O module, management module
VNXe OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced: (VNXe3300) Premium, Enhanced, Basic: (VNXe3100, VNXe 3150 and VNXe3200)	None
VNXe optional Software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced: (VNXe3300) Premium, Enhanced, Basic: (VNXe3100, VNXe 3150 and VNXe3200)	None

Product	Standard Warranty	Available Support Options	Designated Customer-Replaceable Units (CRUs)*
VNXe3100, VNXe3150 and VNXe3200	3 years, Basic	Premium, Enhanced, Basic	Disk, power supplies (DAE and DPE), battery backup, I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD
VNXe3300	3 years, Enhanced	Premium, Enhanced	Disk, power supplies (DAE and DPE), battery backup, I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD
VNX-VSS OE (operating environment software for VNX-VSS)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced, Basic	None
VNX-VSS100	3 years, Limited	Enhanced, Basic	Disks, power supply, standby power supply, SFP transceiver, link control card, UltraFlex I/O module
VPLEX Equipment	3 years, Premium	Premium	None
VPLEX Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None EMC will perform the installation of software updates
VSPEX Blue	1 year, hardware only; Limited	Premium, Enhanced, Basic	Power supply
Watch4Net	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
Woodwing Smart Connection Enterprise Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
xPression Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
XtremIO Equipment	3 years; Limited	Premium	None
XtremIO SW Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
XtremSF	3 years or maximum endurance reached, whichever occurs first; Basic. Replacement of server flash PCIe cards that have reached their maximum endurance is not included. Contact EMC or an authorized EMC partner to purchase a replacement when maximum endurance has been reached. Refer to the XtremSF user guide for additional information regarding maximum endurance.	Premium, Enhanced, Basic	XtremSF PCIe card
XtremSW Cache	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
XtremSW Suite	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
z/OS Storage Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None

*** Customer Replaceable Units (CRUs):**

CRUs are specific assemblies, components, or individual parts of designated EMC equipment that the customer is authorized by EMC to self-replace. In the event of a failure or technical issue, the customer may remove and replace a CRU by using EMC-provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs must be serviced and/or replaced by EMC or an EMC authorized service partner.

EMC, EMC, EMC Centera, EMC ControlCenter, EMC SourceOne, AlphaStor, ApplicationXtender, Atmos, AutoStart, AutoSwap, AVALDNidm, Avamar, Captiva, Catalog Solution, Celerra, Centera, ContraStar, CLARION, Connectrix, CopyCross, CopyPoint, Dantz, Data Domain, DatabaseXtender, DiskXtender, Documentum, EDM, EmailXtender, eRoom, InfoMover, Invista, Ionix, Legato, MirrorView, Navisphere, NetWin, nLayers, Powerlink, Rainfinity, RepliStor, Retrospect, SAN Copy, SAN Manager, Smarts, SnapView/IP, SRDF, Symmetrix, Symmetrix DMX, TimeFinder, VIPR, VMAX, VMAXe, VPLEX, VisualSAN, VisualSRM, VSAM-Assist, VNX, VNX5100, VNX5300, VNX5500, VNX5700, VNX7500, VNXe, VNXe3100, VNXe3300, Xtender, Xtrem, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners. © 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015 EMC Corporation. All rights reserved. H4276.92

Rev. April 1, 2015



For Home For Work Support

HP Worldwide Limited Warranty and Technical S

HP Hardware Limited Warranty

Limited Warranty Period

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the product description page. Please refer to the HP website for an extensive description of your limited warran Complimentary Limited Technical Support by phone without a fee. Thereafter, there may be an additional s support methods—including chat, HP Support website, or by contacting your HP reseller or HP authorized during the whole duration of this HP Limited Warranty. Please see the product description page for applicat

General Terms

This HP Limited Warranty gives you, the end-user customer, express limited warranty rights from HP, the n extensive description of your limited warranty entitlements. To the extent that you have a separate written a legal rights that this HP Limited Warranty does not exclude, limit, or suspend. Refer to “Country-Specific T for more information regarding your rights.

This HP Limited Warranty applies only to HP-branded and Compaq-branded hardware products, including (collectively referred to in this HP Limited Warranty as "HP Hardware Products") sold by or leased from H subsidiaries (collectively referred to in this HP Limited Warranty as "HP"), affiliates, authorized resellers, a with this HP Limited Warranty. The term "HP Hardware Product" is limited to the hardware components an Product" DOES NOT include software applications or programs, non-HP products, or non-HP branded peri non-HP products or non-HP branded peripherals external to the HP Hardware Product—such as external stc peripherals—are provided "AS IS" and are not covered by this HP Limited Warranty. However, non-HP ma provide their own warranties directly to you. An HP branded peripheral or other HP branded product not co covered by the HP Limited Warranty for that particular HP-branded peripheral or product. Consult your HP your rights and obligations.

To the extent permitted by local law, HP guarantees that it will repair, replace, or refund, at HP's option, an materials or workmanship during the Limited Warranty Period, if you, the end-user customer, provides HP Product during the Limited Warranty Period. HP's obligation under this HP Limited Warranty, at its option,

Hardware Product that manifests a defect in materials and workmanship ceases upon the expiration of the Limited Warranty Period.

The Limited Warranty Period starts on the latter of the date of purchase or lease from HP or from the date HP provider completes installation. Your dated sales or delivery receipt, showing the date of purchase or lease or purchase or lease date unless HP or your authorized reseller informs you otherwise in writing. You may be required as a condition of receiving warranty service. Warranty service indicated here reflects base level warranty offer included with your HP Hardware Product. For current warranty information, contact HP or go to HP.com. The warranty extends until the HP ink is depleted or the "Warranty Ends" date has been reached, whichever occurs first. If the "Warranty Ends" date has been reached or the warranted usage limit has been reached, whichever occurs first, warranty coverage extends until the warranted usage limit is reached.

Some states or countries do not allow the following exclusions or limitations, so these exclusions and limitations may not apply to you.

HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL. HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE LIMITED WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITED WARRANTY OR CONDITION LASTS OR THE EXCLUSION OR LIMITATION OF PARTICULAR TYPE OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, THIS LIMITED WARRANTY OR ANY PART OF IT IS INCONSISTENT WITH LOCAL LAW, THIS HP LIMITED WARRANTY SHALL BE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH LOCAL LAW.

FOR CONSUMER TRANSACTIONS, INCLUDING BUT NOT LIMITED TO, THE EUROPEAN UNION, THIS LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWS RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO YOUR HARDWARE PRODUCT TO YOU.

This HP Limited Warranty is applicable in all countries and may be enforced in any country or region where warranty service for the same product model number subject to the terms and conditions set forth in this HP Limited Warranty is subject to all applicable national export and import laws and regulations. Under this HP Limited Warranty, the country or region may be transferred to another country or region where HP or its authorized service provider has service centers. Warranty terms, service availability, and service response times may vary from country or region. Service response time is subject to change due to local parts availability. If parts are unavailable, your HP authorized service provider will contact you for details. HP will not alter form, fit, or function of this HP Hardware Product to make it operate in a country or region where it is not originally designed to operate.

is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the product is subject to applicable export and import laws, regulations, and controls issued by various governments.

In countries or regions where applicable law determines that warranty services for imported products are to be provided by the importer, applicable law does not mandatorily determine that warranty services for imported products are to be provided for HP products in these countries or regions will be provided solely by the importer and not by HP, except where authorized by HP or its local affiliate to import the products and refer the warranty services to HP.

You are entitled to hardware warranty service according to the terms and conditions of this document if a defect is due to the manifestation of a defect in materials and workmanship within the Limited Warranty Period. HP will repair or replace any HP component or hardware product that manifests a defect in materials or workmanship during the Limited Warranty Period. HP will repair or replace the end-user customer, of the manifestation of such a defect during the Limited Warranty Period. Unless otherwise specified by local law, new HP Hardware Products may be manufactured using new materials or new and used materials and components. To the extent consistent with local law, (a) HP Hardware Products presented for repair may be replaced with new HP Hardware Products of the same type rather than being repaired and (b) refurbished parts may be used to repair HP Hardware Products. HP Hardware Products will be functionally equivalent in performance and reliability to original products that have not been repaired. If expressly required by local law, if these replaced or repaired HP Hardware Products or parts manifest a defect within 90 days following their repair and/or replacement, or (2) during the remainder of the Limited Warranty Period, HP warrants that it will again repair or replace these HP Hardware Products.

All component parts or hardware products removed under this HP Limited Warranty become the property of the customer. In the unlikely event that your HP Hardware Product has recurring failures or HP determines it is necessary to replace the Product, HP, at its option, may elect to provide you with (a) a replacement unit selected by HP that is the same or a different HP Hardware Product in performance or (b) to give you a refund or credit of your purchase price or lease payment. To the extent permitted by local law, this is your exclusive remedy for defective products.

Some states or countries do not allow the above exclusion or limitation, so this exclusion and limitation may not apply to you.

Disputes arising out of this HP Limited Warranty or relating to your purchase of the HP Hardware Products based on contract, tort, statute, fraud, or any other legal theory—are governed by the law of the country and state or province in which you currently reside, without regard to its conflict-of-law principles.

Exclusions

HP DOES NOT WARRANT THAT THE OPERATION OF THIS HP HARDWARE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE.

IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE HP HARDWARE PRODUCT.

This HP Limited Warranty does not apply to expendable or consumable parts, with the exception of HP parts as specified below, and does not extend to any HP Hardware Product from which the serial number has been found defective

- as a result of accident, misuse, liquid spills, abuse, contamination, improper or inadequate maintenance
- by operation outside the usage parameters stated in the user documentation that shipped with the HP Hardware Product
- by software, interfacing, parts or supplies not supplied by HP;
- by improper site preparation, maintenance or environmental conditions that do not conform to HP's specifications
- by virus, infection, worm, or similar malicious code not introduced by HP;
- by loss or damage in transit;
- by modification or service by anyone other than HP or an HP authorized service provider; or
- by improper installation of end-user replaceable HP or HP approved parts if available for your HP Hardware Product region.

Any HP Hardware Product found to be overclocked after delivery from HP will be excluded from the terms of this warranty. HP is not responsible for damage to defective components where the damage or defect is found to be unrelated to the overclocking.

HP is not responsible for any interoperability or compatibility issues that may arise when

- products, software, or options not supported by HP are used;
- configurations not supported by HP are used; or
- parts intended for one system are installed in another system of different make or model.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARDWARE PRODUCT. TAKE PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE USING THE HP HARDWARE PRODUCT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR SENSITIVE INFORMATION. TO THE EXTENT PERMITTED BY LOCAL LAW, HP IS NOT RESPONSIBLE FOR THE LOSS OF, OR DAMAGE TO, PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. TO THE EXTENT PERMITTED BY LOCAL LAW, HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE STORED ON THE HP HARDWARE PRODUCT IS MANUFACTURED, SUBJECT TO ANY APPLICABLE UPDATES. MEMORY AND STORAGE DEVICES ARE SUBJECT TO NORMAL WEAR AND TEAR AND MAY REQUIRE PERIODIC REPLACEMENT OR REPAIR.

Product Specific Exclusions

Rechargeable Batteries

This HP Hardware Product may include an internal rechargeable battery that is not user accessible and must be replaced by a qualified service provider. The internal rechargeable battery is covered by this limited warranty as a standard component of the product for the same period of time, unless otherwise specified in this HP Limited Warranty.

This HP Hardware Product may include a rechargeable battery that is designed to be removed and replaced with a replacement battery if the battery manifests a defect in materials or workmanship during the one (1) year period of the Limited Warranty on the Hardware Product in which the battery is installed, unless otherwise specified in this HP Limited Warranty.

As with all batteries, the maximum capacity of any battery included in the HP Hardware Product will decrease over time. A decrease in maximum battery capacity or battery cycle life is not a defect in materials or workmanship, and changes in battery capacity or battery cycle life. To the extent permitted by local law, the battery is only warranted if the failure is due to workmanship resulting in failure of the battery to operate for the duration of the Limited Warranty Period for that the battery cycle life exceeds the battery rated cycle count, whichever comes first, unless otherwise specified. To determine whether your battery has had a warranted failure, you may be required to run an HP diagnostic test.

HP Printing Products

The use of a non-HP or refilled cartridge does not affect either the HP Limited Warranty to the end-user customer for the printer. However, if printer or print head failure or damage is attributable to the use of non-HP cartridges and supplies and HP LaserJet supplies, this HP Limited Warranty does not apply to products that have been refilled, refurbished, remanufactured, or tampered with in any way. This HP Limited Warranty does not apply to HP LaserJet cartridges, print heads, or HP LaserJet print cartridges when used in its designated HP or authorized original equipment manufacturer device.

Exclusive Remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THESE TERMS AND CONDITIONS CONSTITUTE AN EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HP REGARDING THE HP HARDWARE PRODUCT PURCHASED OR LEASED. TO THE EXTENT PERMITTED BY LOCAL LAW, THESE TERMS AND CONDITIONS SUPERSEDE ALL OTHER ADVERTISEMENTS, OR OTHER REPRESENTATIONS—INCLUDING REPRESENTATIONS MADE ORAL OR IN WRITING GIVEN TO YOU BY HP, AN AGENT OR EMPLOYEE OF HP, OR ANY NON-HP AGENT OR EMPLOYEE OF HP IN CONNECTION WITH YOUR PURCHASE OR LEASE OF THE HP HARDWARE PRODUCT OTHER THAN THESE WRITTEN AGREEMENT WITH HP OR ITS AUTHORIZED RESELLERS. No change to the conditions of this warranty will be made in writing and signed by an authorized representative of HP.

Limitation of Liability

Some states or countries do not allow the exclusion or limitation of implied warranties or the limitation of damages (set out below), so these limitations and exclusions may be limited in their application to you. THE FOLLOWING LIMITATION OF LIABILITY IS PERMITTED BY LOCAL LAW. IN THE EVENT THAT HP AT ITS OPTION PROVIDES YOU A REFUND CARD FOR USE ON HP.COM, THE MAXIMUM LIABILITY OF HP UNDER THIS HP LIMITED WARRANTY IS THE FULL RETAIL PRICE YOU PAID FOR THE HP HARDWARE PRODUCT. EXCEPT AS INDICATED ABOVE, IN NO EVENT SHALL HP BE LIABLE FOR DAMAGES CAUSED BY THE HP HARDWARE PRODUCT OR THE FAILURE OF THE HP HARDWARE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS OR SAVINGS, OR LOSS OF USE, LOST DATA OR SOFTWARE, OR ANY COSTS OF REPRODUCING ANY PROGRAM OR DATA STORED ON THE PRODUCT, OR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY'S DAMAGES THAT MAY ARISE AS A RESULT OF HP COMPLYING WITH ITS OBLIGATIONS UNDER THIS WARRANTY. THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS WARRANTY. THIS LIMITATION OF LIABILITY (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR A TORT CLAIM, CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY IS EFFECTIVE EVEN IF YOU HAVE ADVISED HP OR AN AUTHORIZED REPRESENTATIVE OF HP OF SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PAIN AND SUFFERING, OR FOR THE DEATH OF OR PERSONAL INJURY TO ANY PERSON.

THIS HP LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE LAW FOR A FULL DETERMINATION OF YOUR RIGHTS.

HP Options and Accessories Limited Warranty

The HP Limited Warranty terms and conditions for HP-branded options and accessories (collectively referred to as "HP Option") are as set forth in the HP Limited Warranty applicable to the HP Option and included with the HP Option. If the HP Option is installed in an HP Hardware Product, HP will provide warranty service for either the period specified in the HP Option Limited Warranty (Warranty Period) that shipped with the HP Option or for the remaining warranty period of the HP Hardware Product, whichever period is longer, but not to exceed three (3) years from the date you purchased the HP Option. This warranty period begins from the date of purchase from HP or an HP authorized reseller. Your dated sales or delivery receipt, showing the date of purchase, is your warranty start date. See your HP Option Limited Warranty for details. To the extent permitted by local law, however, non-HP manufacturers and suppliers may provide warranties directly to you.

Displays

Digital Signage Display

This Limited Warranty does not cover service for removing or reinstalling a wall-mounted or custom-install. Warranty does not cover damage resulting from a wall-mounted or other custom installation or removal of an installer for wall mounting or other custom installation or removal of a display. If HP determines that a Display remotely, HP will ship a replacement product directly to the customer. HP will incur all shipping and insurance package and return unit safely to HP. Failure to return the defective unit may result in HP billing the customer.

Monitors

All Monitor models are not suitable for applications that exhibit static, stationary, or fixed images. Static images may appear as stains or watermarks on the screen. This HP Limited Warranty does not cover monitors that exhibit stationary, or fixed images for long periods or for 24-hours per day that result in image retention damage. Turn off the monitor when it is not in use or use a power management setting, if supported by your system, to turn off the monitor.

Multimedia Monitor and PC Bundle Concurrent Warranty

If you purchased a Multimedia Monitor together with a personal computer as part of a product bundle (purchase), the warranty period for the Multimedia Monitor is, to the extent permitted by local law, coextensive with that of the personal computer. Check the warranty statement of the personal computer for details.

Customer Responsibilities

In order to avoid the risk of charges for issues not covered by your HP Limited Warranty (issues that are not on HP Hardware Products), you will be asked to assist HP or the HP authorized service provider as follows:

- Provide true, accurate, and complete information when filing a warranty claim.
- Provide an environment that meets HP requirements, including protecting products from corrosion, and HP's corrosion requirements, the environment must not cause more than 300 angstroms of corrosion per year.
- Verify configurations, load most recent firmware, install software patches, and run HP diagnostics and tests.
- Implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.
- Use HP remote support solutions where applicable. HP strongly encourages you to use available support solutions. If you do not deploy available remote support capabilities, you may incur additional costs due to increased service time.
- Cooperate with HP in attempting to resolve the problem using online chat, email, or telephone. This includes following instructions, installing additional software updates or patches, removing third-party options, and/or software.
- HP recommends that you make periodic backup copies of your files, data, or programs stored on your device. As a precaution against possible failures, alteration, or loss. Before returning any HP Hardware Product for repair, remove any data, and programs, and remove any confidential, proprietary, or personal information.
- Remove any external options or accessories that would be subject to loss during the repair or replacement.
- Perform additional tasks as defined within each type of warranty service described below and any other tasks as needed in order to best perform the warranty support.

- To obtain warranty service for HP LaserJet print cartridges, return the product to the place of purchase, return print samples or contact HP customer support.

¹ HP's requirements are based on ISA G1 (mild) requirements as described in ISA-71.04-1985 Environmental Conditions for Airborne Contaminants. This ISA standard is available at <http://www.isa.org>. When products are used in ISA G1 (mild) environment, equipment reliability is not guaranteed.

Types of Hardware Warranty Service

The types of warranty support service that may be applicable to the HP Hardware Product you have purchased **are available in all countries or regions**. TO THE EXTENT THAT THE FOLLOWING WARRANTY SERVICES AND TERMS OR CONDITIONS THEREOF IS INCONSISTENT WITH LOCAL LAW, THE WARRANTY SERVICES AND TERMS OR CONDITIONS ARE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH LOCAL LAW.

Customer Self-Repair Warranty Service

HP Hardware Products are designed with many Customer Self-Repair (CSR) parts to minimize repair time and reduce defective parts replacement. If during the diagnostic period, HP identifies that the repair can be accomplished by replacing a part directly to you for replacement. There are two categories of CSR parts:

- Parts for which Customer Self-Repair is mandatory—If you request HP or an HP authorized service provider to replace the part for you, you will be charged for the travel and labor costs for this service.
- Parts for which Customer Self-Repair is optional—These parts are also designed for Customer Self-Repair. If you request an HP authorized service provider to replace the part for you, it may be done at no additional charge under the terms of the HP Hardware Product.

You are required to cooperate with HP or an HP authorized service provider in attempting to resolve the problem. This may involve performing routine diagnostic procedures, installing software updates or patches, removing third-party software, or other actions.

If assistance is required, you can contact HP technical support, and a technician will help you using online chat. If a replacement CSR part is shipped with a replacement CSR part specifies whether a defective part must be returned to HP, unless otherwise specified. If it is required to return the defective part to HP, you must ship the defective part to HP within a defined time period in business days. The defective part must be returned with the associated documentation in the provided shipping container. Failure to do so may result in HP billing you for the replacement. With a Customer Self Repair, HP will incur all shipping and handling costs. A courier/carrier to be used. The classification of CSR parts may vary by country or region.

Advanced Unit Replacement Warranty Service

Your HP Limited Warranty may include an advanced unit replacement warranty service. Under the terms of service, HP will ship a replacement unit directly to you if the HP Hardware Product you purchased is diagnosed as defective. If you are required to return the defective HP Hardware Product to HP in the packaging that arrives with the replacement unit, you may be required to return the defective HP Hardware Product to HP in the packaging that arrives within a certain period of time, normally five (5) to fifteen (15) days. HP will incur shipping and insurance costs to return the defective HP Hardware Product to HP. The cost to return the defective HP Hardware Product may result in HP billing you for the replacement unit. HP provides standard office hours. Standard office hours are typically 8:00 a.m. to 5:00 p.m. (08.00 to 17.00) Monday through Friday, local time at the service location. The response time may vary and additional charges may be incurred, depending on logistics considerations and the location of the HP authorized service provider.

To find the telephone numbers and, in some cases, maps of the nearest HP service location or an HP authorized service provider, visit <http://www8.hp.com/us/en/contact-hp/ww-contact-us.html>.

Pick-Up and Return Warranty Service

Your HP Limited Warranty may include a pick-up and return warranty service. Under the terms of pick-up and return warranty service, HP will pick up your HP Hardware Product from your location, repair it, and return it to your location. HP will incur all repair, labor, and shipping costs.

Carry-In Warranty Service

To the extent permitted by local law, your HP Limited Warranty may include a carry-in warranty service. Under the terms of carry-in warranty service, you are required to deliver your HP Hardware Product to an HP authorized service location for warranty repair. You are responsible for the costs associated with transportation of the HP Hardware Product to and from the service location. You are responsible for the cost of the HP Hardware Product shipped or returned to an HP authorized service location, and you assume risk of loss during shipping.

Mail-In Warranty Service

To the extent permitted by local law, this HP Limited Warranty may include a mail-in warranty service. Under the terms of mail-in warranty service, you are required to ship your HP Hardware Product to an HP authorized service location for warranty repair. You are responsible for the costs associated with transportation of the HP Hardware Product to the service location. You are responsible for the cost of the HP Hardware Product shipped, and you assume risk of loss during shipping. HP will return the repaired HP Hardware Product to you and incur the cost of shipping.

Send-In and Return Warranty Service

To the extent permitted by local law, your HP Limited Warranty may include a send-in and return warranty service. Under the terms of send-in and return warranty service, HP will ship to you, at HP's expense, packaging for shipping your HP Hardware Product to HP for warranty repair.

and insurance for shipping the HP Hardware Product to HP. You can arrange with HP for the inbound shipping call 1-800-474-6836 (800-HP-invent) in the United States for detailed costs and instructions or go to <http://us.html> to find HP Support numbers in other countries. You may also select your own courier and pay shipping. HP is responsible for insuring any HP Hardware Product shipped to the service location and you assume risk if you do not. HP will repair the HP Hardware Product and return it to you. HP will incur all repair and shipping costs for the return.

- remotely,
- by the use of a CSR part, or
- by a service call at the location of the defective HP Hardware Product.

If HP ultimately determines that an onsite service call is required to repair a defect, the call will be scheduled for the HP Hardware Product you purchased. Standard office hours are typically 8:00 a.m. to 5:00 p.m. and may vary with local business practices. The response time may vary and additional charges may be incurred from the nearest HP service location or HP authorized service provider. To find the telephone numbers and location of HP authorized service provider, refer to the HP website at <http://www8.hp.com/us/en/contact-hp> you must

- have an authorized representative present when HP provides warranty services at your site;
- notify HP if the HP Hardware Product is being used in an environment that poses a potential health or safety hazard to you or your subcontractors;
- subject to HP's reasonable security requirements, provide HP with sufficient, free, and safe access to systems determined necessary by HP to provide timely support;
- ensure that all manufacturers' labels (such as serial numbers) are in place, accessible, and legible;
- maintain an environment consistent with product specifications and supported configurations.

Swap Warranty Service

Your HP Limited Warranty may include a swap warranty service. Under the terms of swap warranty service, HP will bring a replacement unit that is equivalent to new directly to you. HP will incur all repair, shipping, and handling costs.

Response Times

Response times are based on local standard business days and working hours where the service is being requested. Response times are measured from the time the end-user customer calls until HP has either established a mutually acceptable service location or remote diagnostics. Response times, including Next Business Day Warranty Service, are based on a reasonable effort. In some countries and under certain supplier constraints, response time may vary. If your response time may be longer or there may be an additional charge. Contact your HP authorized reseller or HP for availability in your area.

Service Upgrades

HP has a range of additional support and service coverage for your HP Hardware Product that can be purchased. Some products may not be available in all countries. For information on availability of service upgrades and cost, visit <http://www.hp.com/go/lookuptool/>

Included Software

HP's only obligations with respect to software distributed by HP under the HP brand name or included with applicable end-user license or program license agreement provided with that software. To the extent permitted by applicable law, which HP distributes the software proves to be defective in materials or workmanship within ninety (90) days of purchase, HP will return the removable media to HP for replacement. It is your responsibility to contact non-HP manufacturer for software support.

Complimentary Limited Technical Support

Complimentary Limited Technical Support for your HP Hardware Product, HP Software, HP preinstalled software, and HP services purchased from HP, including initial setup support, is available from HP via multiple contact methods, including online, for up to ninety (90) days from date of purchase. See "Contacting HP" for online resources and telephone support. Any exceptions apply to the End User License Agreement (EULA).

Support includes assistance with

- answering your installation questions (prerequisites, first steps, and basic "how to" information);
- setting up and configuring the software and options supplied or purchased with HP Hardware Product, including system optimization, customization, and network configuration);
- interpreting system error messages;
- isolating system problems and software usage problems; and
- obtaining HP Care Pack information or updates for software supplied or purchased with HP Hardware Product.

Support does NOT include assistance with

- generating or diagnosing user-generated programs or source codes;
- installation of non-HP software purchased separately; and
- system optimization, customization, and network configuration.

Freeware and Open-Source Operating Systems and Applications

HP does not provide technical support for software provided under public license by third parties (freeware systems or applications. Technical support for freeware and open-source software provided with HP Hardware open-source software vendor. For support contact information, refer to the freeware or open-source operating other application support statement included with your HP Hardware Product.

How to Check Warranty and Support Entitlement

You can check your warranty entitlement by entering your product model number and serial number at <http://>

HP Care Pack services registration can be checked at Care Pack Central at <http://www.hp.com/go/cpc>

Contacting HP

If your HP Hardware Product manifests a defect in materials and workmanship during the Limited Warranty documentation do not solve the problem, you can receive support in one of the following ways:

- Looking for additional support and troubleshooting information or updated software and drivers from [/support](#)
- Locating and contacting your nearest HP Support location via the website at <http://welcome.hp.com/c>
- Contacting your HP authorized reseller or HP authorized service provider. Before calling HP or an HP authorized service provider, the following information is available:
 1. Product serial number, model name, and product model number
 2. Applicable error messages
 3. Add-on options
 4. Operating system
 5. Third-party hardware or software
 6. Detailed questions

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IBM Statement of Limited Warranty

Z125-4753-06 8/2000

Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms and Part 2 - Country-unique Terms. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. **Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.** If you have any questions, contact IBM or your reseller.*

The IBM Warranty for Machines

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications"). The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded.

Extent of Warranty

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Items Not Covered by Warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with "how-to" questions and those regarding Machine set-up and installation, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

Warranty Service

To obtain warranty service for a Machine, contact IBM or your reseller. If you do not register your Machine with IBM, you may be required to present proof of purchase.

During the warranty period, IBM or your reseller, if approved by IBM to provide warranty service, provides without charge certain types of repair and exchange service to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. At its discretion, IBM or your reseller will 1) either repair or exchange the failing Machine and 2) provide the service either at your location or a service center. IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

Some parts of IBM Machines are designated as Customer Replaceable Units (called "CRUs"), e.g., keyboards, memory, or hard disk drives. IBM ships CRUs to you for replacement by you. You must return all defective CRUs to IBM within 30 days of your receipt of the replacement CRU. You are responsible for downloading designated Machine Code and Licensed Internal Code updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided:
 - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides;
 - b. secure all programs, data, and funds contained in a Machine;
 - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations; and
 - d. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Limitation of Liability

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and

2. the amount of any other actual direct damages, up to the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES, LOST PROFITS OR LOST SAVINGS, EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Governing Law

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles.

Part 2 - Country-unique Terms

AMERICAS

BRAZIL

Governing Law: *The following is added after the first sentence:*

Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro.

NORTH AMERICA

Warranty Service: *The following is added to this Section:*

To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

CANADA

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

UNITED STATES

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

ASIA PACIFIC

AUSTRALIA

The IBM Warranty for Machines: *The following paragraph is added to this Section:*

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

Limitation of Liability: *The following is added to this Section:*

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory.

CAMBODIA, LAOS, AND VIETNAM

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

The following is added to this Section:

Disputes and differences arising out of or in connection with this Agreement shall be finally settled by arbitration which shall be held in Singapore in accordance with the rules of the International Chamber of Commerce (ICC). The arbitrator or arbitrators designated in conformity with those rules shall have the power to rule on their own competence and on the validity of the Agreement to submit to arbitration. The arbitration award shall be final and binding for the parties without appeal and the arbitral award shall be in writing and set forth the findings of fact and the conclusions of law.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator.

The two arbitrators appointed by the parties shall appoint a third arbitrator before proceeding upon the reference. The third arbitrator shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the ICC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

The English language version of this Agreement prevails over any other language version.

HONG KONG AND MACAU

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of Hong Kong Special Administrative Region

INDIA

Limitation of Liability: *The following replaces items 1 and 2 of this Section:*

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence;
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Limited Warranty, IBM's liability will be limited to the charge paid by you for the individual Machine that is the subject of the claim.

JAPAN

Governing Law: *The following sentence is added to this Section:*

Any doubts concerning this Agreement will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

NEW ZEALAND

The IBM Warranty for Machines: *The following paragraph is added to this Section:*

The warranties specified in this Section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

Limitation of Liability: *The following is added to this Section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

PEOPLE'S REPUBLIC OF CHINA (PRC)

Governing Law: *The following replaces this Section:*

Both you and IBM consent to the application of the laws of the State of New York (except when local law requires otherwise) to govern, interpret, and enforce all your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles.

Any disputes arising from or in connection with this Agreement will first be resolved by friendly negotiations, failing which either of us has the right to submit the dispute to the China International Economic and Trade Arbitration Commission in Beijing, the PRC, for arbitration in accordance with its arbitration rules in force at the time. The arbitration tribunal will consist of three arbitrators. The language to be used therein will be English and Chinese. An arbitral award will be final and binding on all the parties, and will be enforceable under the Convention on the Recognition and Enforcement of Foreign Arbitral Awards (1958).

The arbitration fee will be borne by the losing party unless otherwise determined by the arbitral award.

During the course of arbitration, this Agreement will continue to be performed except for the part which the parties are disputing and which is undergoing arbitration.

EUROPE, MIDDLE EAST, AFRICA (EMEA)

THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:

The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

Warranty Service:

If you purchase an IBM Machine in Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland or United Kingdom, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM. If you purchased an IBM Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kirghizia, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

If you purchase an IBM Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM authorized service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM authorized service provider.

Governing Law:

The applicable laws, that govern, interpret and enforce rights, duties, and obligations of each of us arising from, or relating in any manner to, the subject matter of this Statement, without regard to conflict of laws principles, as well as Country-unique terms and competent court for this Statement are those of the country in which the warranty service is being provided, except that in 1) Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Hungary, Former Yugoslav Republic of Macedonia, Romania, Slovakia, Slovenia, Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan, the laws of Austria apply; 2) Estonia, Latvia, and Lithuania, the laws of Finland apply; 3) Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Djibouti, Democratic Republic of Congo, Equatorial Guinea, France, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Mali, Mauritania, Morocco, Niger, Senegal, Togo, and Tunisia, this Agreement will be construed and the legal relations between the parties will be determined in accordance with the French laws and all disputes arising out of this Agreement or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 4) Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe, this Agreement will be governed by English Law and disputes relating to it will be submitted to the exclusive jurisdiction of the English courts; and 5) in Greece, Israel, Italy, Portugal, and Spain any legal claim arising out of this Statement will be brought before, and finally settled by, the competent court of Athens, Tel Aviv, Milan, Lisbon, and Madrid, respectively.

THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:

AUSTRIA AND GERMANY

The IBM Warranty for Machines: *The following replaces the first sentence of the first paragraph of this Section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this Section:

The minimum warranty period for Machines is six months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

Extent of Warranty: *The second paragraph does not apply.*

Warranty Service: *The following is added to this Section:*

During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

Limitation of Liability: *The following paragraph is added to this Section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

The following sentence is added to the end of item 2:

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

EGYPT

Limitation of Liability: *The following replaces item 2 in this Section:*

as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code.

Applicability of suppliers and resellers (unchanged).

FRANCE

Limitation of Liability: *The following replaces the second sentence of the first paragraph of this Section:*

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

IRELAND

Extent of Warranty: *The following is added to this Section:*

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

Limitation of Liability: *The following replaces items one and two of the first paragraph of this Section:*

1. death or personal injury or physical damage to your real property solely caused by IBM's negligence; and
2. the amount of any other actual direct damages, up to 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

Applicability of suppliers and resellers (unchanged).

The following paragraph is added at the end of this Section:

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

ITALY

Limitation of Liability: *The following replaces the second sentence in the first paragraph:*

In each such instance unless otherwise provided by mandatory law, IBM is liable for no more than:

1. *(unchanged)*
2. as to any other actual damage arising in all situations involving nonperformance by IBM pursuant to, or in any way related to the subject matter of this Statement of Warranty, IBM's liability, will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers and resellers (unchanged).

The following replaces the third paragraph of this Section:

Unless otherwise provided by mandatory law, IBM and your reseller are not liable for any of the following: *(items 1 and 2 unchanged)* 3) indirect damages, even if IBM or your reseller is informed of their possibility.

SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO, AND SWAZILAND

Limitation of Liability: *The following is added to this Section:*

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

UNITED KINGDOM

Limitation of Liability: *The following replaces items 1 and 2 of the first paragraph of this Section:*

1. death or personal injury or physical damage to your real property solely caused by IBM's negligence;
2. the amount of any other actual direct damages, up to 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim;

The following item is added to this paragraph:

3. breach of IBM's obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.

Applicability of suppliers and resellers (unchanged).

The following is added to the end of this Section:

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

Select a Different Product

[Guide Me](#)
[Identify Your Product](#)
[Search for Drivers](#)
[Search for Documents](#)
[Search for Specifications](#)
[Contact Support](#)

FEEDBACK

Did you find this information helpful?

Yes
 No

If you have additional feedback, please let us know.

Remaining Characters: 500

Submit

We appreciate all feedback, but cannot reply or give product support. Please do not enter contact information. If you require a response, contact us.

Processors

Processors Warranty Information

The following are frequently asked questions about warranty information for processors.

Click (+) or the questions to expand the content:

Is there a video that explains the Intel warranty process?

Yes. The Warranty Guide for Intel® Processors video addresses the most frequently asked questions.

Who provides the warranty and what is the length of the cover

Original Equipment Manufacturer (OEM) processor family

The manufacturer or supplier of your computer system generally provides a warranty. Check the warranty documentation that came with your system, or contact your computer manufacturer or place of purchase for warranty coverage information.

Intel® Boxed Processor family

Intel provides a three-year limited warranty on Intel® Boxed Processors if purchased separately or as part of a computer system.

Is product registration required before processing a warranty request?

OEM processor family

If you purchased your system from an OEM, contact them directly for registration and warranty requirements.

Intel® Boxed Processor family

You are not required to register the product with Intel before processing a warranty request.

[-] Who do I contact to see if the warranty covers my problem?

OEM processor family

Contact your system manufacturer or place of purchase. Check the warranty documentation that came with your system for specific warranty terms and conditions.

Intel® Boxed Processor family

Contact the system manufacturer, original place of purchase, or Intel customer support.

[-] What information is required to process a warranty service request?

OEM processor family

Contact your system manufacturer or place of purchase. Check the warranty documentation that came with your system for specific warranty terms and conditions.

Intel® Boxed Processor family

For boxed processors, Intel requires the processor markings on the top of the processor. You might also be asked for proof of purchase. A document to review before contacting Intel, is How to identify my desktop processor and fan markings for warranty requests.

[-] Can I use the web to see if my processor is under warranty?

OEM processor family

Check with the system manufacturer to see if they have this option.

Intel® Boxed Processor family

Yes. You can check using your processor markings and the online tool at the Warranty Center.

[-] Does Intel provide a warranty extension period for the processor?

OEM processor family

No, Intel does not provide warranty extensions to the original warranty outlined in the documentation that came with your system.

Intel® Boxed Processor family

No, Intel does not provide warranty extensions to the original warranty outlined in the documentation that came with your system.

Related topics

[How can I tell if my processor is an Intel China Boxed Processor?](#)

This applies to:

Intel® Core™ i3 Mobile Processor
Intel® Core™ i5 Mobile Processor
Intel® Core™ i7 Desktop Processor
Intel® Core™ i7 Processor Extreme Edition
Intel® Pentium® 4 Processor Extreme Edition

Intel® Pentium® Processor
Intel® Pentium® Processor with MMX™ Technology
Intel® Xeon® Processor
OverDrive® Processors

Solution ID: CS-020033
Last Modified: 23-Nov-2014
Date Created: 06-Dec-2004



[Memory](#) [SSD](#) [USB Drives](#) [Flash Cards](#) [Wireless](#) [Support](#)

Warranty

Kingston Limited Warranty Statement

Complete information regarding Kingston's warranties is listed below. You can jump directly to the section you want more quickly by selecting the topic you need from the list below:

- [Duration of Warranty](#)
- [Free Technical Support](#)
- [Warranty Claim Procedures and Requirements](#)
- [DISCLAIMERS](#)

Kingston warrants to the original end user customer that its products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, Kingston will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Kingston on an exchange basis, and will be either new or recertified. All recertified products have been tested to ensure that they are functionally equivalent to new products. If Kingston is unable to repair or replace the product, it will refund or credit the lesser of either the current value of the product at the time the warranty claim is made or the purchase price. Proof of purchase must be provided in order to establish the original purchase date and pricing.

This limited warranty does not cover improper installation, accident, abuse, electrical supply, abnormal mechanical disassembly, repair or modification. This warranty does not apply to any product on which the original product was not used in accordance with the manufacturer's instructions, that has been obliterated or removed, that has not been sold as second-hand or that has been subject to export regulations.

This limited warranty covers only the Kingston products, as provided above. Under warranty, any damages or loss of data, corruption of, or content source of system problems or removal of the warranty excludes third party software. Therefore, Kingston is not liable for any losses or damages to connected equipment or stored data. Kingston shall be to issue a refund or replace

Duration of Warranty

Product Lifetime Warranty:**

The following Kingston products are covered by this warranty for the life of the product:

Memory modules including ValueRAM®, HyperX®, Retail Memory and Kingston system-specific memory; Flash memory cards (e.g., Secure Digital, Secure Digital HC and XC, CompactFlash, MultiMediaCard, SmartMedia) and Flash adapters.

Five-Year Warranty:

The following Kingston products are covered by this warranty for a period of five years from the date of purchase by the original end user customer: USB DataTraveler® drives and (excluding the DataTraveler® Workspace) and SSDNow® KC100 (Solid State Drives).

Three-Year Warranty:

The following Kingston products are covered by this warranty for a period of three years from the date of purchase by the original end user customer: SSDNow® (Solid State Drives) except for the SSDNow® KC100, SSDNow® S200/30GB and SSDNow®

One-Year Warranty:

The following Kingston products are covered by this warranty for a period of one year from the date of purchase by the original end user customer: Gen. 1, MobileLite® Reader, DataTraveler® SD/MMC Reader and HyperX® Far

In the event a product has been damaged, Kingston will, at its option, either repair the product, offer to replace it with a new product, or refund the purchase price or the lesser of the purchase price or the

purchase price. Repaired or replacement products will be provided by Kingston on an exchange basis for the remainder of the original warranty period.

This limited warranty applies only to the Kingston products described herein. Products purchased as part of a kit require the individual components to be eligible for warranty.

SMS200/30GB.

Two-Year Warranty:

The following Kingston products are covered by this warranty for a period of two years from the date of purchase by the original end user customer: SSDNow® S200/30GB, SSDNow® SMS200/30GB, DataTraveler® Workspace, MobileLite® Wireless - Gen 2, MobileLite® Reader, microSD Reader, HyperX® Cloud Headset (excluding any free promotional items included in the package), HyperX® Skyn Mouse Pad and products under the Kingston Customization Program. Kingston Customization Program products are limited to credit or refund during the two-year warranty period. In some instances, Kingston may, as its option, elect to replace defective products ordered through the Kingston Customization Program with functionally equivalent products.

** For Russia the lifetime warranty is the date of purchase by the original

Free Technical Support

If you experience difficulty during the installation or subsequent use of a Kingston product, you may contact Kingston's Technical Support department prior to servicing your system.

For support over the Internet, visit kingston.com/support.

Kingston also provides free English-language technical support to its customers worldwide.

In the United States:

Kingston Technical Support in the United States and Canada can be contacted directly by calling: +1 (714) 435-2639 or toll-free at: +1 (800) 435-0640.

Europe, Middle East and Africa:

Kingston Technical Support in Europe, Middle East and Africa with the exception of countries listed elsewhere can be contacted by calling +44 (0) 1932 738888; or for national rate telephone numbers, visit <http://www.kingston.com/en/company/contacts>.

In Asia:

Kingston Technical Support in Asia

- Calling from Australia: 1800-620-
- Calling from New Zealand: 0800-
- Calling from China: 800-810-197-
- Calling from Hong Kong: 800-90C
- Calling from India: 1-800-233-451 through Saturday, 9:30am to 5:0C
- Calling from Japan: 00531-88-00
- Calling from Malaysia: 1800-812C
- Calling from Singapore: 800-886-
- Calling from Taiwan: 0800-886-2C
- Calling from Thailand: 001800-8E
- Calling from other Asian countries:

Warranty Claim Procedures and Requirements

To obtain warranty service, you may return a defective product to your original point of purchase, or the authorized Kingston dealer or distributor from whom you purchased the Kingston product. Please confirm the terms of its return policies prior to returning the product. Typically, you must include product identification information, including model number and serial number (if applicable) with a detailed description of the problem you are experiencing. You must also include proof of the date of original purchase as evidence that the product is within the applicable warranty period.

United States:

In the United States, you may return the product directly to the Kingston service center after first obtaining a Return Material Authorization ("RMA") number from Kingston. An RMA number is obtained by visiting kingston.com/us/support or by calling Kingston Customer Service at +1 (714) 438-1810, or +1 (800) 337-3719. For ValueRAM memory product returns, please contact Technical Support at +1 (800) 435-0640 for RMA service and support.

Once you have obtained an RMA number from Kingston, you must, within thirty (30) days, send the product to Kingston Technology Company, Inc., Customer Service, 17665-A Newhope Street, Fountain Valley, CA 92708 USA. You are responsible for the cost of insuring and shipping your returned products. Products shipped to the service

Asia:

In Asia, please click on the region w a defective product to our local distr application procedure. Go to <http://o> China, you can apply for an RMA th authorized service center. For a list <http://legacy.kingston.com/china/suj>

In all other Asian countries, please Return Material Authorization ("RMA/

Within 3 days of RMA issuance from packaged and shipped insured by F 4F, No. 8, Kedung 3RD., Chunan, N responsible for any expenses incurr For the complete Kingston Technolc authorized Kingston distributors anc /portal/login.asp.

The returned product will become th

center must be properly packaged to prevent damage in transit. You must include the Kingston RMA number prominently displayed on the outside of your package. If you send your product to the service center without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened.

product will be shipped at Kingston's

Europe, Middle East and Africa:

In Europe, Middle East and Africa, if you are unable to return the product to your original point of purchase or to the authorized Kingston dealer or distributor from whom you purchased the product, you may return the product directly to the Kingston service centre after first obtaining a Return Material Authorization ("RMA") number from Kingston. An RMA number is obtained by visiting kingston.com/en/support. In some circumstances, we may require proof of purchase.

Once you have obtained an RMA number from Kingston, you must, within thirty (30) days, send the product to Kingston Technology Europe Co LLP, Kingston Court, Brooklands Close, Sunbury on Thames, Middlesex, TW16 7EP, UK. You are responsible for the cost of insuring and shipping the product(s). The product(s) must be properly packaged to prevent damage in transit. The Kingston RMA number must be prominently displayed on the outside of the package. If you fail to display the RMA number the package will be returned to you unopened.

Disclaimers

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE FOREGOING IS THE COMPLETE WARRANTY FOR KINGSTON PRODUCTS AND KINGSTON EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE LIMITED TO THE TIME SET FORTH ABOVE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

KINGSTON PRODUCTS ARE NOT AUTHORIZED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT EQUIPMENT OR FOR APPLICATIONS WHERE THE MALFUNCTION OF THE PRODUCTS WOULD CREATE A SITUATION IN WHICH PERSONAL INJURY OR DEATH IS LIKELY TO OCCUR. THE DEATH OF ANY PERSON OR ANY LOSS, INJURY OR DAMAGE TO PERSONS OR PROPERTY BY USE OF PRODUCTS USE LIMITED TO, MILITARY OR MILITARY-RELATED EQUIPMENT, TRAFFIC CONTROL EQUIPMENT, DISASTER PREVENTION SYSTEMS AND OTHER EQUIPMENT.

KINGSTON'S TOTAL LIABILITY UNDER THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, IS LIMITED TO REPAIR, REPLACEMENT OR REFUND ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR ANY OTHER LEGAL REMEDY PERMITTED BY APPLICABLE LAW, KINGSTON SHALL NOT BE LIABLE TO THE PURCHASER OR END USER CUSTOMER OF A PRODUCT FOR ANY EXPENSES, LOST DATA, LOST REVENUES, LOST SAVINGS, LOST PROFITS, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, INABILITY TO USE THE KINGSTON PRODUCT, EVEN IF KINGSTON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, SO THE ABOVE LIMITATIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR FROM JURISDICTION TO JURISDICTION.

WITH REGARDS TO CITIZENS OF COUNTRIES THAT ARE MEMBERS OF THE EUROPEAN UNION, IF THIS PRODUCT IS PURCHASED IN THE COURSE OF A BUSINESS, THIS WARRANTY IS IN ADDITION TO YOUR LEGAL RIGHTS IN RELATION TO PRODUCTS WHICH ARE COVERED BY THIS WARRANTY. IF YOU ARE A CONSUMER, YOUR RIGHTS IS AVAILABLE FROM YOUR LOCAL CONSUMER ADVICE CENTRE. THIS DISCLAIMER DOES NOT PURPORT TO LIMIT THE LIABILITY OF KINGSTON FOR DEATH OR INJURY CAUSED BY ITS NEGLIGENCE OR FOR FRAUDULENT MISREPRESENTATION.

This warranty is being provided by:

Kingston Technology Company, Inc.,
17600 Newhope Street

Fountain Valley, CA 92708
U.S.A.

Australian Consumers:

Please see Kingston's Limited Warranty Statement for warranty information for Australia.

Rev. May 2013

Previous Warranties

- 11/2006 - 07/2007
- 07/2007 - 07/2008
- 07/2008 - 02/2009
- 02/2009 - 11/2010
- 12/2010 - 07/2011
- 08/2011 - 03/2012
- 03/2012 - 05/2013

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Lenovo Statement of Limited Warranty

Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. The warranties provided by Lenovo Group Limited or one of its subsidiaries (called "Lenovo") in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means a Lenovo machine, its options, features, conversions, upgrades or peripheral products, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. **Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.***

What this Warranty Covers

Lenovo warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to Lenovo's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original date of installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the date of installation unless Lenovo or your reseller informs you otherwise. Unless Lenovo specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

What this Warranty Does not Cover

This warranty does not cover the following:

- any software programs, whether pre-loaded or shipped with the Machine, or installed subsequently;
- failure resulting from misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
- failure caused by a product for which Lenovo is not responsible; and
- any non-Lenovo products, including those that Lenovo may procure and provide with or integrate into a Lenovo Machine at your request.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

Lenovo does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as assistance with "how-to" questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND.**

How to Obtain Warranty Service

Warranty service may be provided by Lenovo, IBM, your reseller if authorized to perform warranty service, or an authorized warranty service provider. Each of them is referred to as a "Service Provider."

If the Machine does not function as warranted during the warranty period, contact a Service Provider. If you do not register the Machine with Lenovo, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

What Lenovo Will Do to Correct Problems

When you contact a Service Provider for service, you must follow the problem determination and resolution procedures that we specify. An initial diagnosis of your problem can be made either by a technician over the telephone or electronically by access to a support website.

The type of warranty service applicable to your Machine is specified in Part 3 - Warranty Information.

You are responsible for downloading and installing designated software updates from a support web site or from other electronic media, and following the instructions that your Service Provider provides. Software updates may include basic input/output system code (called "BIOS"), utility programs, device drivers, and other software updates.

If your problem can be resolved with a Customer Replaceable Unit ("CRU") (e.g., keyboard, mouse, speaker, memory, hard disk drive), your Service Provider will ship the CRU to you for you to install.

If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone or electronically, through your application of software updates, or with a CRU, your Service Provider, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If your Service Provider is unable to do either, you may return the Machine to your place of purchase and your money will be refunded.

As part of the warranty service, your Service Provider may also install selected engineering changes that apply to the Machine.

Exchange of a Machine or Part

When the warranty service involves the exchange of a Machine or part, the item your Service Provider replaces becomes Lenovo's property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Your Additional Responsibilities

Before your Service Provider exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to:

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have your Service Provider service a Machine that you do not own; and
3. where applicable, before service is provided:
 - a. follow the service request procedures that your Service Provider provides;
 - b. backup or secure all programs, data, and funds contained in the Machine; and

- c. provide your Service Provider with sufficient, free, and safe access to your facilities to permit Lenovo to fulfill its obligations.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow your Service Provider or a supplier to process on your behalf any remaining Personal Data as your Service Provider considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

Limitation of Liability

Lenovo is responsible for loss of, or damage to, your Machine only while it is 1) in your Service Provider's possession or 2) in transit in those cases where Lenovo is responsible for the transportation charges.

Neither Lenovo nor your Service Provider are responsible for any of your confidential, proprietary or personal information contained in a Machine which you return for any reason. You should remove all such information from the Machine prior to its return.

Circumstances may arise where, because of a default on Lenovo's part or other liability, you are entitled to recover damages from Lenovo. In each such instance, regardless of the basis on which you are entitled to claim damages from Lenovo (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, Lenovo is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property for which Lenovo is legally liable; and
2. the amount of any other actual direct damages, up to the charges for the Machine that is subject of the claim.

This limit also applies to Lenovo's suppliers, resellers and your Service Provider. It is the maximum for which Lenovo, its suppliers, resellers, and your Service Provider are collectively responsible.

UNDER NO CIRCUMSTANCES IS LENOVO, ITS SUPPLIERS, RESELLERS OR SERVICE PROVIDERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Governing Law

Both you and Lenovo consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and Lenovo's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

Jurisdiction

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

Part 2 - Country-unique Terms

AMERICAS

ARGENTINA

Jurisdiction: The following is added after the first sentence:

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

BOLIVIA

Jurisdiction: The following is added after the first sentence:

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of La Paz.

BRAZIL

Jurisdiction: The following is added after the first sentence:

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the court of Rio de Janeiro, RJ.

CHILE

Jurisdiction: The following is added after the first sentence:

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Civil Courts of Justice of Santiago.

COLOMBIA

Jurisdiction: The following is added after the first sentence:

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of the Republic of Colombia.

ECUADOR

Jurisdiction: The following is added after the first sentence:

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of Quito.

MEXICO

Jurisdiction: The following is added after the first sentence:

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Federal Courts of Mexico City, Federal District.

PARAGUAY

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of Asuncion.

PERU

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges and Tribunals of the Judicial District of Lima, Cercado.

Limitation of Liability: *The following is added at the end of this section:*

In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by Lenovo's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

URUGUAY

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the City of Montevideo Court's Jurisdiction.

VENEZUELA

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Courts of the Metropolitan Area Of the City of Caracas.

NORTH AMERICA

How to Obtain Warranty Service: *The following is added to this Section:*

To obtain warranty service from IBM service in Canada or the United States, call 1-800-IBM-SERV (426-7378).

CANADA

Limitation of Liability: *The following replaces Item 1 of this section:*

1. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by Lenovo's negligence; and

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*
laws in the Province of Ontario.

UNITED STATES

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*
laws of the State of New York.

ASIA PACIFIC

AUSTRALIA

What this Warranty Covers: *The following paragraph is added to this section:*

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

Limitation of Liability: *The following is added to this section:*

Where Lenovo is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, Lenovo's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*
laws of the State or Territory

CAMBODIA AND LAOS

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*
laws of the State of New York, United States of America.

CAMBODIA, INDONESIA AND LAOS

Arbitration: *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

HONG KONG S.A.R. OF CHINA AND MACAU S.A.R. OF CHINA

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*
laws of Hong Kong Special Administrative Region of China.

INDIA

Limitation of Liability: *The following replaces items 1 and 2 of this section:*

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by Lenovo's negligence; and
2. as to any other actual damage arising in any situation involving nonperformance by Lenovo pursuant to, or in any way related to the subject of this Statement of Limited Warranty, the charge paid by you for the individual Machine that is the subject of the claim.

Arbitration: *The following is added under this heading*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

JAPAN

Governing Law: *The following sentence is added to this section:*

Any doubts concerning this Statement of Limited Warranty will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

MALAYSIA

Limitation of Liability: *The word "SPECIAL" in item 3 of the fifth paragraph is deleted.*

NEW ZEALAND

What this Warranty Covers: *The following paragraph is added to this section:*

The warranties specified in this section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which Lenovo provides, if you require the goods for the purposes of a business as defined in that Act.

Limitation of Liability: *The following is added to this section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

PEOPLE'S REPUBLIC OF CHINA (PRC)

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*
laws of the State of New York, United States of America (except when local law requires otherwise).

PHILIPPINES

Limitation of Liability: *Item 3 in the fifth paragraph is replaced by the following:*

SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR

Arbitration: *The following is added; under this heading*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc.. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

SINGAPORE

Limitation of Liability: *The words "SPECIAL" and "ECONOMIC" in item 3 in the fifth paragraph are deleted.*

EUROPE, MIDDLE EAST, AFRICA (EMEA)

THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:

The terms of this Statement of Limited Warranty apply to Machines purchased from Lenovo or a Lenovo reseller.

How to Obtain Warranty Service:

Add the following paragraph in **Western Europe** (Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland,

Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):

The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries.

If you purchase a Machine in one of the Western European countries, as defined above, you may obtain warranty service for that Machine in any of those countries from a Service Provider, provided the Machine has been announced and made available by Lenovo in the country in which you wish to obtain service.

If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from a Service Provider, provided the Machine has been announced and made available by Lenovo in the country in which you wish to obtain service.

If you purchase a Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from a Service Provider within the country of purchase, provided the Machine has been announced and made available by Lenovo in that country. Warranty service in Africa is available within 50 kilometers of a Service Provider. You are responsible for transportation costs for Machines located outside 50 kilometers of a Service Provider.

Governing Law:

The phrase "the laws of the country in which you acquired the Machine" is replaced by:

1) "the laws of Austria" in Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia; 2) "the laws of France" in Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna; 3) "the laws of Finland" in Estonia, Latvia, and Lithuania; 4) "the laws of England" in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe; and 5) "the laws of South Africa" in South Africa, Namibia, Lesotho and Swaziland.

Jurisdiction: The following exceptions are added to this section:

1) In **Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) In **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) In **Belgium and Luxembourg**, all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) In **France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5) In **Russia**, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Statement of Limited Warranty shall be settled by Arbitration Court of Moscow; 6) In **South Africa, Namibia, Lesotho and Swaziland**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 7) In **Turkey** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey; 8) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e) Madrid for **Spain**; and 9) In the **United Kingdom**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the English courts.

Arbitration: The following is added under this heading:

In **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia** all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. Lenovo may, however, institute proceedings in a competent court in the country of installation.

In **Estonia, Latvia and Lithuania** all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

EUROPEAN UNION (EU)

THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:

The warranty for Machines acquired in EU countries is valid and applicable in all EU countries provided the Machines have been announced and made available in such countries.

How to Obtain Warranty Service: *The following is added to this section:*

To obtain warranty service from IBM service in EU countries, see the telephone listing in Part 3 - Warranty Information.

You may contact IBM service at the following address:

IBM Warranty & Service Quality Dept.
PO Box 30
Spango Valley
Greenock
Scotland PA16 0AH

CONSUMERS

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND

Limitation of Liability: *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. Lenovo's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if Lenovo is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine.
The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which Lenovo is legally liable.
2. **UNDER NO CIRCUMSTANCES IS LENOVO, ITS SUPPLIERS, RESELLERS OR SERVICE PROVIDERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

FRANCE AND BELGIUM

Limitation of Liability: *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. Lenovo's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if Lenovo is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages.
The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which Lenovo is legally liable.
2. **UNDER NO CIRCUMSTANCES IS LENOVO, ITS SUPPLIERS, RESELLERS OR SERVICE PROVIDERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:

AUSTRIA

The provisions of this Statement of Limited Warranty replace any applicable statutory warranties.

What this Warranty Covers: *The following replaces the first sentence of the first paragraph of this section:*

The warranty for a Lenovo Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this section:

The limitation period for consumers in action for breach of warranty is the statutory period as a minimum. In case your Service Provider is unable to repair a Lenovo Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

The second paragraph does not apply.

What Lenovo Will Do to Correct Problems: *The following is added to this section:*

During the warranty period, Lenovo will reimburse you for the transportation charges for the delivery of the failing Machine to IBM Service.

Limitation of Liability: *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by Lenovo with fraud or gross negligence and for express warranty.

The following sentence is added to the end of item 2:

Lenovo's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

EGYPT

Limitation of Liability: *The following replaces item 2 in this section:*

as to any other actual direct damages, Lenovo's liability will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers, resellers and Service Providers (unchanged).

FRANCE

Limitation of Liability: *The following replaces the second sentence of the first paragraph of this section:*

In such instances, regardless of the basis on which you are entitled to claim damages from Lenovo, Lenovo is liable for no more than: (items 1 and 2 unchanged).

GERMANY

What this Warranty Covers: *The following replaces the first sentence of the first paragraph of this section:*

The warranty for a Lenovo Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications. The following paragraphs are added to this section:

The minimum warranty period for Machines is twelve months. In case your Service Provider is unable to repair a Lenovo Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

The second paragraph does not apply.

What Lenovo Will Do to Correct Problems: *The following is added to this section:*

During the warranty period, transportation for delivery of the failing Machine to Lenovo or IBM service will be at Lenovo's expense.

Limitation of Liability: *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by Lenovo with fraud or gross negligence and for express warranty.

The following sentence is added to the end of Item 2:

Lenovo's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

HUNGARY

Limitation of Liability: *The following is added at the end of this section:*

The limitation and exclusion specified herein shall not apply to liability for a breach of contract damaging life, physical well-being, or health that has been caused intentionally, by gross negligence, or by a criminal act.

The parties accept the limitations of liability as valid provisions and state that the Section 314.(2) of the Hungarian Civil Code applies as the acquisition price as well as other advantages arising out of the present Statement of Limited Warranty balance this limitation of liability.

IRELAND

What this Warranty Covers: *The following is added to this section:*

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

Limitation of Liability: *The following replaces the terms of section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of Lenovo in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which Lenovo is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from Lenovo.

This section sets out the extent of Lenovo's liability and your sole remedy.

1. Lenovo will accept unlimited liability for death or personal injury caused by the negligence of Lenovo.
2. Subject always to the **Items for Which Lenovo is Not Liable** below, Lenovo will accept unlimited liability for physical damage to your tangible property resulting from the negligence of Lenovo.
3. Except as provided in items 1 and 2 above, Lenovo's entire liability for actual damages for any one Default will not in any event exceed 125% of the amount you paid for the Machine directly relating to the Default.

Items for Which Lenovo is Not Liable

Save with respect to any liability referred to in item 1 above, under no circumstances is Lenovo, its suppliers, resellers or Service Providers liable for any of the following, even if Lenovo or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

SLOVAKIA

Limitation of Liability: *The following is added to the end of the last paragraph:*

The limitations apply to the extent they are not prohibited under §§ 373-386 of the Slovak Commercial Code.

SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND

Limitation of Liability: *The following is added to this section:*

Lenovo's entire liability to you for actual damages arising in all situations involving nonperformance by Lenovo in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from Lenovo.

UNITED KINGDOM

Limitation of Liability: *The following replaces the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of Lenovo in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which Lenovo is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from Lenovo.

This section sets out the extent of Lenovo's liability and your sole remedy.

1. Lenovo will accept unlimited liability for:

- a) death or personal injury caused by the negligence of Lenovo; and
 - b) any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
2. Lenovo will accept unlimited liability, subject always to the **Items for Which Lenovo is Not Liable** below, for physical damage to your tangible property resulting from the negligence of Lenovo.
 3. Lenovo's entire liability for actual damages for any one Default will not in any event, except as provided in items 1 and 2 above, exceed 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.
- These limits also apply to Lenovo's suppliers, resellers and Service Providers. They state the maximum for which Lenovo and such suppliers, resellers and Service Providers are collectively responsible.

Items for Which Lenovo is Not Liable

Save with respect to any liability referred to in item 1 above, under no circumstances is Lenovo or any of its suppliers, resellers or Service Providers liable for any of the following, even if Lenovo or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

Part 3 - Warranty Information

This Part 3 provides information regarding the warranty applicable to your Machine, including the warranty period and type of warranty service Lenovo provides.

Warranty Period

The warranty period may vary by country or region and is specified in the table below. NOTE: "Region" means either Hong Kong or Macau Special Administrative Region of China.

A warranty period of 3 years on parts and 1 year on labor means that Lenovo provides warranty service without charge for:

- a. parts and labor during the first year of the warranty period; and
- b. parts only, on an exchange basis, in the second and third years of the warranty period. Your Service Provider will charge you for any labor provided in performance of the repair or replacement(s) in the second and third year of warranty period.

Machine type XXXX

Country or Region of Purchase	Warranty Period	Type of Warranty Service

Types of Warranty Service

If required, your Service Provider will provide repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside your Service Provider's normal service area, contact your local Service Provider representative or your reseller for country and location specific information.

1. Customer Replaceable Unit ("CRU") Service

Lenovo will ship CRUs to you for you to install, Tier 1 CRUs are easy to install whereas Tier 2 CRUs require some technical skill and tools. CRU information and replacement instructions are shipped with your Machine and are available from Lenovo at any time on your request. You may request that a Service Provider install CRUs, at no additional charge, under the type of warranty service designated for your Machine. Lenovo specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if Lenovo does not receive the defective CRU within 30 days of your receipt of the replacement.

2. On-site Service

Your Service Provider will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the Lenovo Machine. The area must be clean, well lit and suitable for the purpose. For some Machines, certain repairs may require sending the Machine to a designated service center.

3. Courier or Depot Service*

You will disconnect the failing Machine for collection arranged by your Service Provider. A shipping container will be provided to you for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, the service center will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

4. Customer Carry-In or Mail-In Service

You will deliver or mail as your Service Provider specifies (prepaid unless specified otherwise) the failing Machine suitably packaged to a designated location. After the Machine has been repaired or exchanged, it will be made available for your collection or, for Mail-in Service, the Machine will be returned to you at Lenovo's expense, unless your Service Provider specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

5. CRU and On-site Service

This type of Warranty Service is a combination of Type 1 and Type 2 (see above)

6. CRU and Courier or Depot Service

This type of Warranty Service is a combination of Type 1 and Type 3 (see above)

7. CRU and Customer Carry-In or Mail-In Service

This type of Warranty Service is a combination of Type 1 and Type 4 (see above)

When a 5, 6 or 7 type of warranty service is listed, your Service Provider will determine which type of warranty service is appropriate for the repair.

* This type of service is called ThinkPad EasyServ or EasyServ in some countries.

To obtain warranty service contact a Service Provider. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In other countries, see the telephone numbers below.

Worldwide Telephone List

Phone numbers are subject to change without notice. For the warranty service contact telephone number in a country subsequently added to the EU, or any other country, and not yet reflected in the list below, contact Lenovo, IBM service or your reseller in that country..

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	Africa: +44 (0)1475 555 055	Latvia	+386-61-1796-699
	South Africa: +27 11 3028888 and 0800110756		
	Central Africa: Contact the nearest IBM Business Partner		
Argentina	0800-666-0011	Lithuania	+386-61-1796-699
Australia	131-426	Luxembourg	+352-298-977-5063
Austria	+43-1-24592-5901	Malaysia	1800-88-8558
Belgium	Dutch: 02-210 9820	Malta	+356-23-4175
	French: 02-210 9800		
Bolivia	0800-0189	Mexico	001-866-434-2080
Brazil	55-11-3889-8986	Middle East	+44 (0)1475-555-055
Canada	English: 1-800-565-3344	Netherlands	+31-20-514-5770
	French: 1-800-565-3344		
	In Toronto only call: 416-383-3344		
Chile	800-224-488	New Zealand	0800-446-149
China (PRC)	800-810-1818	Nicaragua	255-6658
China	Home PC:	Norway	NetVista and ThinkCentre: +47 6699 8960
(Hong Kong S.A.R.)	852 2825 7799		All products: +47 815 21550
	Commercial PC: 852 8205 0333		
Columbia	1-800-912-3021	Panama	206-6047
Costa Rica	284-3911	Peru	0-800-50-866
Cyprus	+357-22-841100	Philippines	1800-1888-1426
Czech Republic	+420-2-7213-1316	Poland	+48-22-878-6999
Denmark	4520-8200	Portugal	+351-21-892-7147
Dominican Republic	566-4755	Russia Federation	+7-095-940-2000

	566-5161 ext. 8201		
	Toll Free within the		
	Dominican Republic:		
	1-200-1929		
Ecuador	1-800-426911	Singapore	1800-3172-888
El Salvador	250-5696	Slovakia	+421-2-4954-1217
Estonia	+386-61-1796-699	Slovenia	+386-1-5830-050
Finland	+358-9-459-6960	Spain	+34-91-714-7983
France	+33-238-557-450	Sri Lanka	+94-11-2448-442
			+94-11-2421-066
			+94-11-2493-500
Germany	+49-7032-15-49201	Sweden	+46-8-477-4420
Greece	+30-210-680-1700	Switzerland	+41-58-333-0971
Guatemala	335-8490	Taiwan	886-2-8723-9799
Honduras	Tegucigalpa & San	Thailand	1-800-299-229
	Pedro Sula: 232-4222		
	San Pedro Sula:		
	552-2234		
Hungary	+36-1-382-5720	Turkey	00800-211-4032
			+90-212-317-1760
India	1600-44-6666	United Kingdom	+44-1475-555-055
Indonesia	800-140-3555	United States	1-800-IBM-SERV
			(1-800-426-7378)
Ireland	+353-(0)1-815-9200	Uruguay	000-411-005-6649
Italy	+39-02-7031-6101	Venezuela	0-800-100-2011
Japan	Toll free: 0120-887-870;	Vietnam	Ho Chi Minh:
	For International:		(848) 824-1474
	+81-46-266-4724		
			Hanoi:
Korea	1588-5801		(844) 842-6316



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Statement of Limited Warranty

Lexmark International, Inc. Lexington, KY

This limited warranty with next business day replacement service constitutes Lexmark's Replacement Guarantee (hereinafter "warranty" or "limited warranty") for the Lexmark X5400 Series, the Lexmark X9300 Series, and the Lexmark Z845 Series. This limited warranty applies to the United States. For customers outside the U.S., refer to the country-specific warranty information that came with your product.

This limited warranty applies to this product only if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark remarketer, referred to in this statement as "Remarketer".

Limited warranty

Lexmark warrants and guarantees that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts
- Is, during normal use, free from defects in material and workmanship
- If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair or replacement (at Lexmark's option). If this product is a feature or option, this statement applies only when that

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Limited Warranty

IMPORTANT—PLEASE READ THIS LIMITED WARRANTY CAREFULLY TO UNDERSTAND YOUR RIGHTS AND OBLIGATIONS! "Hardware Device" means the Microsoft® hardware product. "You" or "Your" means either an individual or a single legal entity. "Software" means the software supplied by Microsoft for use with the applicable Hardware Device and includes any associated media (including copies), printed materials and any "online" or electronic documentation or authorized upgrades or supplements from Microsoft for such software.

A. WARRANTIES.

1. **Express Warranty.** Subject to the terms and conditions of this Limited Warranty and in lieu of any other (if any) express warranties, Microsoft warrants that under normal use and service, on the date of acquisition as shown on Your receipt or similar proof of payment and for the next i) 90 days for the Software and ii) period of time stated below for the applicable Hardware Device (hereafter each defined as the "Warranty Period"), that the Software and Hardware Device will substantially conform with the accompanying Microsoft packaging and documentation. As to any defects discovered after the Warranty Period, there is no warranty or condition of any kind.

Warranty Period:	Microsoft Product:
Ninety (90) days	Xbox 360 Accessories for Windows; Microsoft LifeChat ZX-6000
Two (2) years	LifeCam VX-500; LifeCam VX-700; LifeCam VX-800; Microsoft Optical Mouse 200; Microsoft Wired Keyboard 200; Comfort Optical Mouse 3000; Compact Optical Mouse 500; Wheel Mouse Optical; Wired Desktop 800; Wireless Mobile Mouse 1000; Wireless Mobile Mouse 3000; Wireless Mouse 1000; Wired Desktop 200; Wireless Desktop 800; Wireless Keyboard 800; Microsoft Compact Mouse 100; Microsoft Optical Mouse 100; all other Microsoft headsets (excluding Xbox 360 wired or wireless headset accessories)
Three (3) years	Microsoft Fingerprint Reader; Microsoft Presenter 3000; Microsoft Notebook Cooling Shuttle; Microsoft Notebook Cooling Base; all other Microsoft webcams (excluding the Microsoft Xbox Live Vision Camera); all other Microsoft keyboard and mouse desktop sets, keyboards, and mice
Five (5) years	IntelliMouse® Optical; Wireless IntelliMouse Explorer; IntelliMouse Explorer for Bluetooth; Wireless IntelliMouse Explorer with Fingerprint Reader

This Limited Warranty does not cover, and no warranty of any kind is provided with respect to any subjective or aesthetic aspects of the Hardware Device or Software. The express warranty stated above is the only express warranty made to You and is provided in lieu of all other express or implied warranties and conditions (except for any non-disclaimable implied warranties that exist), including any created by any other documentation or packaging. No information or suggestions (oral or in a record) given by Microsoft, its agents, affiliates, suppliers, employees, or agents, shall create a warranty or condition or expand the scope of this Limited Warranty.

2. **Limitation on Duration of Implied Warranties.** If You are a Consumer You may also have an implied warranty and/or condition under the laws of some jurisdictions, which is hereby limited to the duration of the Warranty Period. Some jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so the foregoing limitation may not apply to You.

B. EXCLUSIVE REMEDY.

Microsoft will, at its option and as Your exclusive remedy for breach of this Limited Warranty and any implied warranties: repair or replace all or part of the defective Software or the defective Hardware Device; or make payment to You for the allowable damages that You incurred in reasonable reliance, but only up to the amount You paid (if any) for the Software and/or the Hardware Device less reasonable depreciation based on actual use.

The above remedy is subject to the following: any repaired or replaced Software or Hardware Device will be new or refurbished or serviceably used, comparable in function and performance to the original Hardware Device (or Software), and may include third party items; any Software or Hardware Device repaired or replaced under this Limited Warranty will be warranted for the remainder of the original Warranty Period or 30 days from the date of shipment of the item back to You, whichever is longer. If an upgrade to Software is delivered with a new limited warranty, then the terms of that new limited warranty will apply only to the Software as upgraded, but will not apply to the original Hardware Device; except as otherwise required by legislation in Your jurisdiction, costs associated with transport (including packaging) for warranty service shall be at Your expense; and Microsoft does not provide any warranties regarding any other services provided under this Limited Warranty and disclaims all duties (if any) of workmanlike effort or of lack of negligence regarding such services.

C. EXCLUSION OF OTHER DAMAGES.

TO THE FULL EXTENT ALLOWED BY LAW, MICROSOFT AND ITS SUPPLIERS, AFFILIATES, AND AGENTS ARE NOT LIABLE FOR ANY: (i) CONSEQUENTIAL OR INCIDENTAL DAMAGES; (ii) DAMAGES OR LOSS OF ANY NATURE WHATSOEVER RELATING TO LOST PROFITS, BUSINESS INTERRUPTION, LOSS OF DATA OR PRIVACY OR CONFIDENTIALITY, ANY INABILITY TO USE ALL OR PART OF THE HARDWARE DEVICE OR SOFTWARE, PERSONAL INJURY, OR ANY FAILURE TO MEET ANY DUTY (INCLUDING BUT NOT LIMITED TO ANY DUTY OF NEGLIGENCE, GOOD FAITH OR OF WORKMANLIKE EFFORT); OR (iii) INDIRECT, SPECIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING IN ANY WAY TO THE SOFTWARE OR HARDWARE DEVICE. THE FOREGOING APPLIES EVEN IF MICROSOFT OR ANY SUPPLIER, AFFILIATE, OR AGENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES; AND EVEN IN THE EVENT OF FAULT, TORT (INCLUDING NEGLIGENCE), STRICT OR PRODUCT LIABILITY, MISREPRESENTATION OR OTHER REASON.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusions may not apply to You.

D. EXCLUSIONS FROM COVERAGE.

This Limited Warranty shall not apply and Microsoft has no liability under this Limited Warranty if the Software or Hardware Device: is used for commercial purposes (including rental or lease) or purposes beyond the scope of the Software license; is modified or tampered with; is damaged by Acts of God, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, or other causes unrelated to defects in the Hardware Device or the Software; is damaged by programs, data, viruses, or files, or during shipments or transmissions; is not used in accordance with the accompanying documentation and use instructions; or is repaired, modified or altered by other than a Microsoft authorized repair center and the unauthorized center causes or contributes to any defect or damage.

This Limited Warranty does not include any warranty regarding legal rights or abilities, such as any warranty regarding title, quiet enjoyment, or lack of infringement.

E. REGISTRATION.

You need not register Your acquisition of the Software and Hardware Device for the Limited Warranty to be effective.

F. BENEFICIARY.

To the extent allowed by applicable law, the Limited Warranty is only made to You, the first licensed user of the Software or purchaser of the Hardware Device, and there are no third party beneficiaries of the Limited Warranty. Except as required by law, this Limited Warranty is not intended for and does not apply to anyone else, including anyone to whom You make any transfer as authorized in the Agreement.

G. FURTHER INFORMATION.

Microsoft is the warrantor under this Limited Warranty. To receive instructions for obtaining performance of this Limited Warranty, You must contact the Microsoft subsidiary serving Your country, or write to: Microsoft Sales Information Center, One Microsoft Way, Redmond, WA 98052-6399, USA, or visit Microsoft at www.microsoft.com.

You must also:

1. Submit proof of payment in the form of a bona fide, dated receipt, or invoice (or a copy) evidencing that You are the beneficiary of this Limited Warranty and that Your request for a remedy is made within the Warranty Period;
2. Follow Microsoft's shipping and other instructions if it determines that all or part of Your Hardware Device or Software requires return. To obtain the Limited Warranty performance, You must take or deliver the item in either its original packaging or packaging that provides an equal degree of protection to the location specified by Microsoft. Except as otherwise required by legislation in Your jurisdiction, costs associated with transport (including packaging) for warranty service shall be at Your expense.
3. Delete or remove any private or confidential files or data prior to sending the item to Microsoft.

Failure to follow the above instructions may result in delays, cause You to incur additional charges, or may void Your warranty.

This Limited Warranty gives You specific legal rights and You may also have other rights which vary from jurisdiction to jurisdiction. Where any term of this Limited Warranty is prohibited by such laws, it shall be null and void, but the remainder of the Limited Warranty shall remain in full force and effect if its allocation of risks is not materially disturbed.

H. GOVERNING LAW; EXCLUSIVE FORUM.

If You acquired the Hardware Device and/or Software in the United States of America, all parts of this Agreement (including the Limited Warranty) shall be construed under and controlled by the laws of the State of Washington, U.S.A., and You irrevocably consent to exclusive jurisdiction and venue in the federal courts sitting in King County, WA unless no federal subject matter jurisdiction exists, in which case You irrevocably consent to exclusive jurisdiction and venue in the Superior Court of King County, WA. If You acquired the Hardware Device in Canada, except where expressly prohibited by local laws, the laws in force in the Province of Ontario, Canada apply and each of the parties hereto irrevocably consents to the jurisdiction of the courts of the Province of Ontario and further agrees to commence any litigation which may arise hereunder in the courts located in the Judicial District of York, Province of Ontario. If You acquired this Hardware Device outside of the countries listed above, then local laws may apply.

NEC Warranty – Displays

The following table outlines Specific Warranty Information for NEC Displays and Monitors.

<p>Product Name</p>	<p>IT Standard Series Desktop Displays including models: E171M-BK, AS193I-BK, EA193MI-BK, AS 192WM-BK, AS222WM-BK, EA223WM-BK, EA234WM-BK, EA243WM-BK, EA273WM-BK, EA294WM-BK</p> <p>Professional Series LCD Desktop Displays including models: P232W-BK, P242W-BK, PA242W-BK, PA272W-BK, PA302W-BK</p> <p>Entry "E" Series Monitors LCD Public Displays including models: E324, E424, E464, E554, E654</p> <p>Value "V" Series Monitors including models: V323, V423, V463, V552, V652, V423-TM, V463-TM & V652-TM and V323-MT, V552-MT, V801-MT</p> <p>Professional "P" Series LCD Public Displays including models: P403, P463, P553, P703, P801 and P403-MT, P463-MT, P552-MT & P801-MT</p> <p>Xtreme "X" Series Monitors including models: X401S, X462S, X464UNV, X464UN, X552S, X554UN & X554UNS</p>
<p>Warranty Period</p>	<p>IT Standard Series Desktop and Professional Series LCD Desktop 17,520 hours or three (3) years where usage does not exceed 16 hours per day (whichever occurs first).</p> <p>Entry "E" Series 3,140 hours or three (3) years where usage does not exceed 12 hours per day (whichever occurs first).</p> <p>Value "V" Series 17,520 hours or three (3) years where usage does not exceed 16 hours per day (whichever occurs first)</p> <p>Professional "P" Series and Xtreme "X" Series 26,280 hours or three (3) years (whichever occurs first).</p>
<p>Warranty Type</p>	<p>Return to Authorised NEC Service Centre</p> <p>You must arrange and pay for the return of the product/s to the Authorised NEC Service Centre. Neither NEC nor its Authorised Service Centre will be liable for any loss.</p>
<p>Warranty Claim</p>	<p>If you wish to make a claim under the Warranty, please contact the NEC NZ Authorised Service Centre (follow the steps on our support page): http://nz.nec.com/en_NZ/support/index.html</p>



Worldwide Warranty Policy and Limitations

Western Digital ("WD") values your business and always attempts to provide you the very best of service.

No limited warranty is provided by WD unless your WD Product ("Product") was purchased from an authorized distributor or authorized reseller. Distributors may sell Products to resellers who then sell Products to end users. Please see below for warranty information or obtaining service. No warranty service is provided unless the Product is returned to an authorized return center in the region (warranty regions are identified as Canada, U.S.A., Latin America, Europe, Middle East, Africa, Asia Pacific, India and Thailand) where the Product was first shipped by WD, which may have regional specific warranty implications.

If your Product was purchased as a component integrated within a system by a system manufacturer, no limited warranty is provided by WD. Please contact the place of purchase or the system manufacturer directly for warranty service.

For customers who purchased Products in Australia and New Zealand, please refer to this link for your warranty coverage: <http://support.wdc.com/warranty/policy2.asp>. All other customers, your warranty coverage is described below.

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Warranty Policy

Retail Kits that are assembled and branded by Western Digital, along with internal drives sold as "Component Drives" (internal hard drives that WD sold and specifically did not package as part of a Western Digital assembled and branded retail kit), come with a limited warranty. Please refer to the following warranty tables for basic product warranty information. Depending on the type of sales transaction, product warranty may differ from the general warranty information listed below.

- [Recertified Products](#)
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USA, Canada and Latin America

Product

Product Designator

Component
Drive¹

Retail Kit

Enterprise Drives:

WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYS, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ	5-year	5-year
WD VelociRaptor	WDBACN	N/A	5-year
WD XE SAS Hard Drive	BKFG, BKHG, BKFF, HKHG	5-year	N/A

Small Office Storage Server:

WD Sentinel DS6100, DS5100	WDBWVL, WDBYVE	N/A	1-year
WD Sentinel RX4100	WDBLVH	N/A	3-year
WD Sentinel DX4000	WDBLGT	N/A	3-year
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year

NAS:

WD Red Pro	FFSX	5-year	5-year
WD Red 3.5-inch	EFRX	3-year	3-year
WD Red 3.5-inch	WDBMMA	N/A	3-year
WD Red 2.5-inch	JFCX, BFCX	3-year	3-year

Networking:

My Net Switch, My Net N600, My Net N750, My Net N900, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	1-year
My Net N900 Central	WDBKSP	N/A	2-year

Desktop Drives:

WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX	5-year	5-year
WD Black	WDBAAZ, WDBMBE, WDBSLA	N/A	5-year
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX	2-year	3-year ³
WD Blue	WDBAAV, WDBAAW, WDBAAX	N/A	3-year
WD Blue	WDBH2D	N/A	2-year

WD Raptor X	AHFD	5-year	5-year
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	3-year
WD Green	WDBAAY	N/A	3-year
Mobile Drives:			
WD Black	BPKT, BPKX, BEKT, BEKX, BJKT	5-year	5-year
WD Black	WDBABD	N/A	5-year
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVT, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK	2-year	3-year ³
WD Blue	WDBABA, WDBABB, WDBABC, WDBMYH	N/A	2-year
WD Green	NPVT	2-year	N/A
CE Drives:			
WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	3-year
External Drives:			
My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBVKW, WDBWWD	N/A	2-year
WD ShareSpace™	WDA4NC	N/A	3-year
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year
My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Studio LX, My Book Live	WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACH, WDBACG, WDBCPZ	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II	WDBUZG, WDBU6Y, WDBBJH, WDBABV, WDE1U, WDE1MS, WDBAAU, WDBPCK, WDBAAR, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T	N/A	1-year
My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0	WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP	N/A	2-year
	WDME, WDMEA, WDBAAC, WDBKKE,		

My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air	WDBGCH, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ	N/A	3-year ²
My Passport Studio	WDBAAE, WDBALG, WDBK8A, WDBS8P, WDBGJA, WDBU4M	N/A	3-year
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Edge, My Passport Enterprise	WDBY8L, WDBBEP, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW, WDBK6Z, WDBHEZ	N/A	2-year
Home Entertainment:			
WD TV, WD TV Mini, WD TV Live, WD TV Live Plus, WD TV Live Streaming, WD TV Live Hub, WD TV Play	WDAVN, WDBABF, WDBAAL, WDBAAN, WDBN80, WDBABX, WDBG3A, WDBABZ, WDBGST, WDBHG7, WDBMBA, WDBHBM	N/A	1-year
My DVR Expander eSATA Edition, My DVR Expander USB Edition, My Book AV eSATA, My Book AV-TV	WDG1S, WDH1S, WDBACS, WDBGLG	N/A	1-year
My Book AV DVR Expander	WDBABT	N/A	2-year
Solid State Storage			
WD SiliconDrive CF	3xxxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
Accessories:			
WD Nomad	WDBGRD0000NBK	N/A	2-year

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Europe, Middle East, Africa and India

Product	Product Designator	Component Drive ¹	Retail Kit
Enterprise Drives:			
WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYs, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ	5-year	5-year

WD VelociRaptor	WDBACN	N/A	5-year
WD XE SAS Hard Drives	BKFG, BKHG, BKFF	5-year	N/A
Small Office Storage Server:			
WD Sentinel DS6100, DS5100	WDBWVL, WDBYVE	N/A	2-year
WD Sentinel RX4100	WDBLVH	N/A	3-year
WD Sentinel DX4000	WDBLGT	N/A	3-year
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year
NAS:			
WD Red Pro	FFSX	5-year	5-year
WD Red 3.5-inch	EFRX	3-year	3-year
WD Red 3.5-inch	WDBMMA	N/A	3-year
WD Red 2.5-inch	JFCX, BFCX	3-year	3-year
Networking:			
My Net Switch, My Net N600, My Net N750, My Net N900, My Net N900 Central, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBKSP, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	2-year
Desktop Drives:			
WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX	5-year	5-year
WD Black	WDBAAZ, WDBMBE, WDBSLA	N/A	5-year
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX	2-year	3-year ⁴
WD Blue	WDBAAV, WDBAAW, WDBAAX	N/A	3-year
WD Blue	WDBH2D	N/A	2-year
WD Raptor X	AHFD	5-year	5-year
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	3-year
WD Green	WDBAAY	N/A	3-year
Mobile Drives:			
WD Black	BPKT, BPKX, BEKT, BEKX, BJKT	5-year	5-year
WD Black	WDBABD	N/A	5-year

WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVY, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK	2-year	N/A ³
WD Blue	WDBABA, WDBABB, WDBABC, WDBMYH	N/A	2-year
WD Green	NPVT	2-year	N/A
CE Drives:			
WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	3-year
External Drives:			
My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBVKW, WDBWWD	N/A	2-year
WD ShareSpace™	WDA4NC	N/A	3-year
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year
My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Live	WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACG, WDBCPZ	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable, My Book, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II	WDBUZG, WDBU6Y, WDBBJH, WDBAAR, WDBJRH, WDE1U, WDE1MS, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T	N/A	2-year
My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0	WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP	N/A	2-year
My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Studio, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air	WDME, WDMEA, WDBAAC, WDBAAE, WDBKKF, WDBGCH, WDBJBH, WDBALG, WDBK8A, WDBS8P, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBGJA, WDBU4M	N/A	3-year
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Studio, My Passport Edge, My Passport Enterprise	WDBAAA, WDBAAB, WDBABM, WDBABS, WDBABW, WDBACY, WDBBEP, WDBBXV, WDBFBW, WDBEMM, WDBHEZ, WDBK6Z, WDBKXH, WDBL1D, WDBY8L, WDBZZZ	N/A	2-year
Home Entertainment:			
WD TV, WD TV Mini, WD TV Live, WD TV Live	WDAVP, WDBABG, WDBAAM, WDBAAN, WDBAAP, WDBKH2, WDBREC, WDBGXT,		

Plus, WD Elements Play, WD TV Live Hub, WD TV Play	WDBACC, WDBNLC, WDBACA, WDBSKR, WDBMBA, WDBHZM	N/A	2-year
My DVR Expander eSATA Edition, My DVR Expander USB Edition, My Book AV eSATA, My Book AV-TV	WDG1S, WDH1S, WDBACS, WDBGLG	N/A	2-year
My Book AV DVR Expander	WDBABT	N/A	2-year
Solid State Storage			
WD SiliconDrive CF	3xxxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
Accessories:			
WD Nomad	WDBGRD0000NBK	N/A	2-year

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Asia Pacific

Product	Product Designator	Component Drive ¹	Retail Kit
Enterprise Drives:			
WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYs, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ	5-year	N/A
WD XE SAS Hard Drives	BKFG, BKHG, BKFF	5-year	N/A
Small Office Storage Server:			
WD Sentinel DS6100, DS5100	WDBWVL, WDBYVE	N/A	1-year
WD Sentinel RX4100	WDBLVH	N/A	3-year
WD Sentinel DX4000	WDBLGT	N/A	3-year
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year
NAS:			
WD Red Pro	FFSX	5-year	5-year
WD Red 3.5-inch	EFRX	3-year	3-year
WD Red 3.5-inch	WDBMMA	N/A	3-year

WD Red 2.5-inch Networking:	JFCX, BFCX	3-year	3-year
My Net Switch	WDBJVC	N/A	1-year
My Net N600, My Net N750, My Net N900, My Net N900 Central, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBEAV, WDBAJA, WDBWVK, WDBKSP, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	3-year
Desktop Drives:			
WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, AALX, AZEX, FAEX, FAES, FALS, FASS, FZEX	5-year	N/A
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX	2-year	N/A ³
WD Blue	WDBAAX	N/A	3-year
WD Raptor X	AHFD	5-year	N/A
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	N/A
WD Green	WDBAAY	N/A	3-year
Mobile Drives:			
WD Black	BPKT, BPKX, BEKT, BEKX, BJKT	5-year	N/A
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, JPV, LPVT, TPVT	2-year	N/A ³
WD Blue	WDBABC	N/A	3-year
WD Green	NPVT	2-year	N/A
CE Drives:			
WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	N/A
External Drives:			
My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBVKW, WDBWWD	N/A	2-year
WD ShareSpace™	WDA4NC	N/A	3-year
My Book Pro, My Book Pro II	WDG1T, WDG2TP	N/A	5-year ²
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year

My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Mac Edition, My Book Essential, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Live, My Book Live Duo	WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1U, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACG, WDBVHT, WDBCPZ	N/A	3-year
My Book, My Book Essential, My Book Premium Edition, My Book Premium ES, My Book Premium Edition II	WDBFJK, WDG1U, WDG1C, WDG1SU, WDG2T	N/A	3-year ²
My Book Essential, My Book for Mac, My Book 3.0	WDBYCC, WDBAAF, WDBACW, WDBAAG	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable	WDBUZG, WDBU6Y, WDBBJH, WDBABV, WDE1U, WDE1MS, WDBAAR	N/A	3-year ⁵
My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Studio, My Passport Edge, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air	WDME, WDMEA, WDBAAC, WDBAAE, WDBK8A, WDBALG, WDBKKF, WDBGCH, WDBK6Z, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBGJA, WDBU4M	N/A	3-year ²
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac	WDBY8L, WDBBEP, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW	N/A	3-year
Home Entertainment:			
WD TV, WD TV Mini, WD TV Live, WD TV Live Streaming, WD TV Play	WDAV, WDBAAM, WDBAAN, WDBAAP, WDBABF, WDBABG, WDBGXT, WDBHG7, WDBMBA, WDBHZM	N/A	1-year
WD Elements Play, WD TV Live Hub	WDBACB, WDBACC, WDBNLC, WDBMCE, WDBABZ, WDBACA	N/A	3-year
My DVR Expander eSATA, My DVR Expander USB, My Book AV eSATA, My Book AV DVR Expander, My Book AV-TV	WDG1S, WDH1S, WDBACS, WDBABT, WDBGLG	N/A	3-year
Solid State Storage			
WD SiliconDrive CF	3xxxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
Accessories:			

WD Nomad	WDBGRD0000NBK	N/A	2-year
Thailand Only			
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX	3-year	N/A
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	3-year	N/A
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, JPVT, LPVT, TPVT, JPVX, SPCX, BPVX, LPCX, LPVX	3-year	N/A

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Frequently Asked Questions

- 1 Any Non-Kitted Hard Drive sold to Authorized WD Distributors.
 - 2 Effective for products purchased since March 1st, 2007.
 - 3 Effective for products purchased since August 1st, 2007. Drives purchased previously have 1 year warranty.
 - 4 Effective for products purchased since March 1st, 2007. Drives purchased previously have 2 year warranty.
 - 5 Effective for products purchased since October 1st, 2007. Drives purchased previously have 1 year warranty.
- † Warranties may vary in regions that belong to the [European Union](#)

Note:

The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller and extends only for the period of time set forth in the Product documentation.

Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. To verify the warranty of your Product and update your purchase date (if required), please use our online [Warranty Status Check](#) service. In the United States, some states do not allow limitations on how long implied warranties last, so the above limitation may not apply to you.

Please refer to your Product manual for a statement of your limited warranty. A Product manual can be obtained from your authorized distributor or reseller or the [WD web site](#).

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE OF THE WD LIMITED WARRANTY. WD DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRODUCTS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IN THE UNITED STATES, SOME STATES DO NOT ALLOW THE EXCLUSION OF THE IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

Recertified Products

WD recertified products may consist of customer return units and may be repaired. All products are tested and determined to meet WD's stringent quality standards before they are sold as recertified. Please note that some recertified items may have marks, scratches, or other slight signs of wear.

All recertified products carry manufacturer's limited warranty of 6 months.

Return Material Authorization (RMA)

No Product may be returned directly to WD without first contacting WD for a Return Material Authorization ("RMA") number. If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to you at your expense. Authorized returns are to be shipped prepaid and insured to the address on the RMA in an [approved shipping container](#). Your original box and packaging materials should be kept for storing or shipping your Product. If upon inspection of your returned Product WD suspects fraud or deems such Product to be counterfeit, WD may, in its sole discretion, confiscate such Product or take such other actions as it deems necessary. To request an RMA, please click [here](#).

Extended Warranty

Customers can purchase an extended warranty on eligible WD products with less than a 3-year warranty. The maximum warranty period for these products, including any warranty extension, cannot be longer than 3 years from the date of purchase. Extended warranty is currently available for [purchase online](#)

Warranty Limitations

WD's limited warranty provides that, subject to the following limitations, each Product will be free from defects in material and workmanship and will conform to WD's specification for the particular Product.

Limitation of Remedies

YOUR EXCLUSIVE REMEDY FOR ANY DEFECTIVE PRODUCT IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT.

WD may elect which remedy or combination of remedies to provide in its sole discretion. WD shall have a reasonable time after determining that a defective Product exists to repair or replace a defective Product. WD's replacement Product under its limited warranty will be manufactured from new and serviceable used parts. WD's warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

Limitation of Damages

WD'S ENTIRE LIABILITY FOR ANY DEFECTIVE PRODUCT SHALL IN NO EVENT EXCEED THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT. THIS LIMITATION APPLIES EVEN IF WD CANNOT OR DOES NOT REPAIR OR REPLACE ANY DEFECTIVE PRODUCT AND YOUR EXCLUSIVE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

No Consequential or Other Damages

NOTWITHSTANDING ANYTHING ELSE IN THIS POLICY OR OTHERWISE, WD WILL NOT BE LIABLE WITH RESPECT TO THE PRODUCTS UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY (I) FOR ANY AMOUNT IN EXCESS OF THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT OR (II) FOR ANY GENERAL, CONSEQUENTIAL, PUNITIVE, INCIDENTAL OR SPECIAL DAMAGES. THESE INCLUDE LOSS OF RECORDED DATA, INTERRUPTION OF USE, THE COST OF RECOVERY OF LOST DATA, LOST PROFITS AND THE COST OF THE INSTALLATION OR REMOVAL OF ANY PRODUCTS, THE INSTALLATION OF REPLACEMENT PRODUCTS, AND ANY INSPECTION, TESTING, OR REDESIGN CAUSED BY ANY DEFECT OR BY THE REPAIR OR REPLACEMENT OF PRODUCTS ARISING FROM A DEFECT IN ANY PRODUCT. THIS SECTION DOES NOT LIMIT LIABILITY FOR BODILY INJURY OF A PERSON.

IN THE UNITED STATES, SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS ABOVE MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Your Use of the Product

WD will have no liability for any Product returned if WD determines that:

- The product was [stolen from WD](#).
- The asserted defect:
 - is not present,
 - cannot reasonably be fixed because of damage occurring when the Product is in the possession of someone other than WD, or
 - is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers (unless authorized to do so by Western Digital or an authorized Service Center)), accident or mishandling while in the possession of someone other than WD.
- The Product was not sold to you as new.
- The product was not used in accordance with Western Digital specifications and instructions.
- The product was not used for its intended function (for example, desktop drives used in an Enterprise environment).

Additional Limitations on Warranty

Western Digital's warranty does not cover Products which have been received improperly packaged, altered, or physically damaged. Products will be inspected upon receipt. You can view additional examples of the warranty limitations below by clicking on the available links.

Packaging

- [Improperly packaged](#)
- [Non-qualified shipping container](#)

Alterations

- [Counterfeit label\(s\)](#)
- Customer added jumper wires
- Incorrect PCBA/HDA pair
- [Labels have been switched:](#)
 1. True Western Digital label on non-Western Digital drive
 2. True Western Digital label on different capacity Western Digital Drive
- [Labels exhibit tampering](#)
- [Label missing standard printing such as UL or capacity](#)
- [Missing barcode or top cover label](#)
- [No tape seal – \(non-authorized data recovery sticker\)](#)
- [Serial number on top cover does not match barcode on end](#)
- [Western Digital labels or breather filter holes obscured by customer applied stickers](#)

Damage

- [Broken pins on connector](#)
- [Connector\(s\) are damaged, cracked, missing or broken](#)
- Cracked components on the circuit board
- [Dented base casting](#)
- [Torn or punctured tape seal](#)
- [Dented top cover](#)
- [Deep scratch](#)
- [Loose, damaged, or missing screws](#)
- Lifted or punctured servo clock hole (SCSI)
- Missing servo clock hole (SCSI)

- [Missing PCBA \(Circuit Board\)](#)
- Obscured breather filter holes
- [Punctured at servo writer access port](#)
- Punctured inspect pivot seal
- Scratch exposing copper trace
- Stripped mounting hole threads

If an alphabetic character appears after the Product date code (example: 05 Apr 99 X), the Product has been re-certified and may not be subject to the terms of WD's warranty as it applies only to products sold as new.

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COMPANY PROFILE

Introduction

En-Net is a full service IT solutions provider of computer hardware, software, networking equipment, cabling, infrastructure, supplies and maintenance services to public sector entities. En-Net's partnerships with industry leading manufacturers enable us to create turnkey solutions, have access to in depth resources and provide the technical capabilities required to deliver solutions that meet the exact specifications and IT budget for each customer.

En-Net is focused on providing Public Sector (US Federal, State and Local Governments and Education) Institutions with state-of-the-art solutions designed to enhance the security and efficiency of their information systems. En-Net offers complete hardware, software and cabling solutions, as well as full integration, installation and warranty services. En-Net has serviced and supported a vast array of accounts. Since En-Net primarily supports public sector accounts, we have a strong understanding of how the business cycle works for State and Local Government as well as K-12 and Higher Education customers.

Established in 1996, En-Net Services has built long term relationships by pursuing one common goal: Provide high quality products and services at exceptional value with unparalleled customer service. En-Net is a certified Maryland Small Business reserve with vehicles and/or subcontracting partnerships to meet all contracting requirements.

En-Net prides itself on ensuring that customers receive efficient and courteous assistance throughout the entire sales cycle from a dedicated account manager who can help assess existing infrastructures and recommend the best solution.

Experience

En-Net has spent 19 years servicing public sector customers and possesses the experience, infrastructure, resources, knowledge and capabilities necessary to support the requirements of this contract. En-Net currently holds multiple statewide sales and service contracts, a GSA Schedule and multiple Blanket Purchase Agreements (BPA's) for government agencies and defense contractors. A list of these contracts and basic descriptions include:

Maryland Department of Information Technology (DoIT), Commercial Off-the-Shelf Software 2012 (COTS 2012) Contract – This contract is a wholly encompassing software commodity contract. The contract includes over 180 software brands, products and associated services. En-Net is responsible for the entire sales process. The contract is available to all State agencies, local municipalities and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Maryland Administrative Office of the Courts (AOC), Hardware and Associated Equipment and Services Contract – This contract is a wholly encompassing hardware commodity contract. The contract includes over 200 manufactures products and

associated services. En-Net is responsible for the entire sales process. The contract is available to all State agencies, local municipalities and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Maryland Administrative Office of the Courts (AOC), Commercial Off-the-Shelf Software (COTS) Contract – This contract is a wholly encompassing software commodity contract. The contract includes over 180 software brands, products and associated services. En-Net is responsible for the entire sales process. The contract is available to all State agencies, local municipalities and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

City of Baltimore Hardware, Software and Related Equipment Contract – This contract is a wholly encompassing hardware and software commodity contract. The contract includes over 400 manufactures products and associated services. En-Net is responsible for the entire sales process. The contract is available to all local government and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

PEPPM 2015 –This contract is for twenty six (26) manufacturers and is issued through Central Susquehanna Intermediate Unit (CSIU) [PEPPM- PA], as well as twenty six (26) complementary awards from Kern County Superintendent of Schools (KCSOS) for the 2015 PEPPM – CA contract (California’s version of the same contract). The PEPPM contract is utilized by public schools, vocational/technical schools, approved private schools, intermediate units, non-public schools, charter schools, community colleges and public libraries. In addition, En-Net has approved and will allow usage of this contract, where permissible by statute, to four year colleges/universities, state and local governments and other non-profit agencies in all 50 States. En-Net’s extensive list of awarded manufacturers covers over 30,000 line items. En-Net was awarded the following product lines:

Absolute Software	Allied Telesis	B&B Electronics	Belkin
Copper Cables Direct	DMSI	Eaton Power	EIZO
Ergotron	Fujitsu - Computers	Fujitsu – Scanners	Imation
Iogear	Kanguru	Lantronix	Lumension
NetGear	NetIQ	Novell	Nutanix
Otter Box	Urban Armor Gear	Wasp	Webtrends
Zebra Technologies	Zero Cases		

En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Western States Contracting Alliance (WSCA) – Fujitsu direct reseller. En-Net is a direct reseller in Alaska, Colorado, Delaware, Iowa, Kansas, Missouri, Montana, Nevada, New Jersey, New Mexico, South Dakota, Vermont, West Virginia and Wisconsin for Fujitsu.

As a direct reseller, En-Net is responsible for the entire sales process. Fujitsu products including file servers, desktop computers, notebooks and tablet PC's. The contract is available to state, local and educational customers in these states. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Western States Contracting Alliance (WSCA) – Toshiba direct reseller. En-Net is a direct reseller in Delaware for Toshiba. As a direct reseller, En-Net is responsible for the entire sales process. Toshiba products include notebooks and netbooks. The contract is available to state, local and educational customers in Delaware. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

General Services Administration Schedule 70 – En-Net holds its own GSA Schedule 70 contract. The contract number is GS-35F-0026J. En-Net is approved to sell Amtek Services, Axiom, Eaton, Lumension Software, Webtrends Software, Viewsonic, Xerox and Zebra Printers. In addition En-Net has GSA partnering agreements to sell Microsoft, Brocade, Belkin, APC Power, Cisco, HP, Lexmark, Acer, Kanguru Storage Devices, LG, Trend Micro, Toshiba, Ergotron, NEC, Fujitsu, Check Point, Red Hat, Panasonic, LifeSize, Seal Shield, Samsung, and Rimage, to name a few.

Blanket Purchasing Agreements (BPA) – En-Net has multiple BPA's. A list of BPA's and descriptions follows:

Maryland Administration Office of the Courts Small Purchases BPA – \$48,000 IDIQ BPA to provide hardware, software and peripherals, with a maximum threshold of \$2,000.00 per order – 2 additional renewal options.

Defense Contracting Management Agency (DCMA) – IDIQ to provide Brocade SAN equipment and custom installation services.

TSA – IDIQ to provide Toshiba Ultrabook's and associated equipment along with custom imaging and asset tagging/tracking services.

Maryland – MJUD Hardware/Software

FBI – BPA for all layer one passive cabling and infrastructure products.

Office of Naval Intelligence – IDIQ to provide numerous custom configurations of fiber cable.

Coast Guard – IDIQ to provide Xerox printers, warranties and related supplies.

DRS Defense Solutions (2 Separate Agreements) – IDIQ to provide any IT product or related services to include: Servers, Desktops, Notebooks, Networking Products, Storage, Printers, Accessories and Warranties.

Leidos, FNL (formerly SAIC) – IDIQ to provide any IT product or related services to include: Servers, Desktops, Notebooks, Networking Products, Storage, Printers, Accessories and Warranties.

Corporate Identity

Company Name	En-Net Services, LLC
Corporate Headquarters Address	712 N. East Street Frederick, MD 21701
Contract Point of Contact	Ed Floyd, SLED Account Manager
Email	efloyd@en-netservices.com
Phone	301-846-9901
FAX	301-846-9902
Website	www.en-netservices.com
FEIN	52-1977379
D&B Number	947383410
E-Rate SPIN#	143034194
Maryland Small Business Reserve	#SB12-7505 – Exp 12/30/2015
eMM Vendor ID Number	316105
Virginia SWaM Certification	626984 – Exp 9/11/2017
Pennsylvania DGS Small Business Certification #	342458-2014-05-SB – Exp 5/16/2015
Parent Company	None
Subsidiaries	None

En-Net is a Limited Liability Corporation in Maryland and is owned and operated by two partners. Brian Sheffer and Kyle Yost control 50% shares each.

Organization and Structure

En-Net has an organizational structure to properly service and support a contract of this magnitude. En-Net's sales, operational, and management resources as well as service and support resources will be fully leveraged to fulfill all the requirements of this contract. A brief description of the key organizational components and how they relate to the stated needs and requirements are provided below.

Sales Organization

A dedicated team of sales professionals are prepared to service and support the State of Maryland. This team consists of account managers, pre-sales and post-sales engineers, and administrative support staff along with project and contract managers, all of whom are focused on supporting educational clients. The account managers will work with clients to better understand each customer's unique requirements and will provide their personal support to each opportunity. In addition, the account managers will work tirelessly to provide value add services to the State of Maryland that include technology / product briefings, technical white papers, technology demonstrations, problem resolution, quoting and consultation, along with other contract related services and support. This field sales team is supported by an experienced team of pre-sales engineers, inside sales reps and administrators. This complete team will ensure that all State customers receive the best possible sales experience.

Technical Services Organization

En-Net's technical services organization is able to provide and deliver on all of the requirements of the contract. The En-Net Team has 24 x 7 Help Desk and Call Center, Field Service Engineers, Depot Repair Centers, and Project Services Teams, to support the State through this contract.

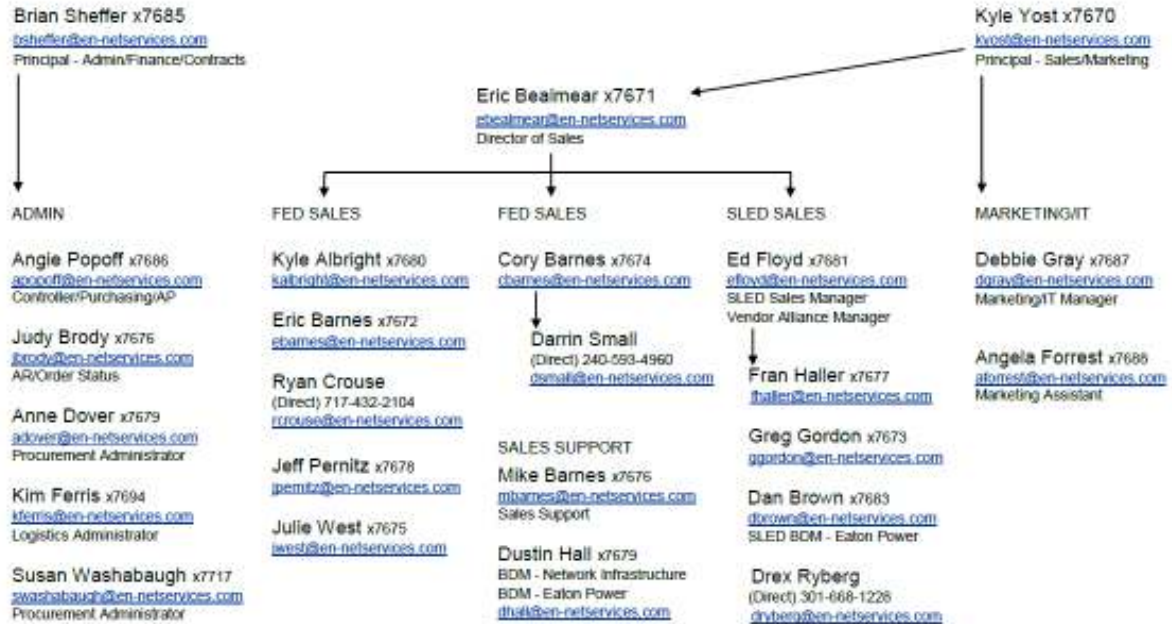
Operational Organization

En-Net's operational organization is a vital part of En-Net's core. This group is specifically responsible for ensuring that all products ordered by the customer are properly purchased and shipped within the contract terms and conditions. This group consists of experienced buyers and logistics coordinators who work closely with suppliers and manufacturers to ensure that all purchases are filled accurately and timely. The team monitors prices, product life cycles, back orders, replacement technologies, and product constraints. This group utilizes En-Net's proprietary Transaction Tracker (ETT) system to provide a seamless communication with En-Net's internal Sales Team, Technical Services organizations, and the customers.

En-Net's organizational chart is attached on the following pages.



712 N. East Street
 Frederick, Maryland 21701
 PH: 301.846.9901
 FX: 301.846.9902
www.en-netservices.com



Locations

En-Net's Frederick Facility

En-Net Services is headquartered in Frederick, Maryland. Located within En-Net's 10,000 square foot headquarters location is Sales, Telemarketing, Marketing, Operations and Executive Management. Currently En-Net manages numerous government and educational contracts at the local, regional and national level from this facility.

Regional Support

Through its relationships with major distribution providers such as Ingram Micro, Tech Data, Synnex and D & H, En-Net has access to warehousing locations throughout the region. A list of these warehouse locations includes:

Millington / Memphis TN	Atlanta, GA
Harrisburg / Johnstown, PA (2 Locations)	Swedesboro, NJ
Carol Stream / Chicago, IL	Suwanee, GA
South Bend, IN	

These warehouse's total over 3 million square feet of space. On average, standard ground shipping via common carrier is 1 day to anywhere in the State of Maryland. There are also warehouse locations in TX, CA and AZ that product would ship from if there is no stock in the above mentioned warehouses.

National Support

En-Net currently services and supports government, educational, and commercial customers nationwide. En-Net holds various Federal government BPAs and a GSA Schedule that requires En-Net to support federal civilian government agencies and the Department of Defense in all fifty states and overseas. En-Net also supports statewide contracts in AK, CA, CO, CT, DE, FL, IA, KS, MD, MO, NV, NJ, NM, NY, OH, SD, VA, VT, WV and WI.

Performance Standards & Methodology

At En-Net, internal performance standards drive the company. En-Net has developed performance standards for operational functions that impact productivity, contract compliances and customer satisfaction. These standards are continually reviewed and modified based on contracts and customer feedback.

Vital functions throughout the company are closely monitored and tracked. The process of tracking, reporting, trending, and analyzing performance data is a never-ending process.

Examples of some key operational functions and the methodology by which they are measured are described below:

Order Processing, Automated Alerts and Reporting

En-Net's ability to process orders timely and accurately is based on some of the following tools and procedures. ETT is En-Net's Transaction Tracker System. ETT is a database that closely tracks the status and movement of each order from the time it is first entered into our system until it has been invoiced. Every order being processed throughout the company can be tracked in this system.

The ETT system tracks issues to include; back order status, part numbers and ship to discrepancies, discontinued part numbers, and or orders requiring customer confirmation of replacement parts. The captured information is monitored and tracked by En-Net's operations group and they generate reports, alerts and escalations based on pre-defined performance standards. This system allows En-Net to be proactive in tracking its orders and letting customers know the true status of their orders.

Technical Services Call Tracking System and Automated Escalations

Every service call received is issued a unique service work order number from En-Net's web enabled tracking system. All calls are time stamped for tracking purposes. En-Net's call tracking system is monitored for SLA requirements and it generates reports, alerts and escalations based on pre-defined contract performance levels. Automated reports and alerts are sent out as required. Examples of some of the automated alerts and reports are as follows:

- Territory Service Turnaround Percentage Report
- Call Opened by Organization Report
- Work Orders Not Updated Report
- Calls Completed by Engineer Report
- Workload by Engineer and Customer

Authorized customers may initiate service calls over the web, via email, or simply dial into En-Net's help desk support line.

Performance Review

As part of its ongoing customer satisfaction survey effort, En-Net Services firmly believes that performance reviews with the customer should be conducted on a regular basis throughout the life of the contract. The review process allows both the customer and En-Net's management to measure the quality of performance in a quantifiable manner. This review process is certainly considered an integral part of managing a contract of this magnitude. En-Net's contract teams are constantly meeting with customers to review its performances.