

Dantel's Warranty

Limited Warranty: The Seller warrants that the standard hardware products repaired will be free from defects in material and workmanship and perform to the Seller's applicable published specifications for a period of 90 days from the date of repair or for the time remaining on the 18-month warranty from the date of the original purchase invoice, whichever is greater. The liability of the Seller hereunder shall be limited to replacing or repairing, at its option, any defective products, which are returned F.O.B. to the Seller's plant (or, at the Seller's option, refunding the purchase price of such products). In no case are products to be returned without first obtaining permission and an RMA (Return Material Authorization) number from the Seller. In no event shall the Seller be liable for any consequential or incidental damages.

Equipment or parts which have been subject to abuse, misuse, accident, alteration, neglect, unauthorized repair or installation, installation/damages caused by agents of a third party organization, or acts of God, i.e., earthquake, flood, lightning, and other severe climatic occurrences, are not covered by warranty. Equipment returned for repair packaged in improper material against ESD damage is also not covered by warranty. The Seller shall make the final determination as to the existence and cause of any alleged defect.

This warranty is the only warranty made by the Seller with respect to the goods delivered hereunder, and may be modified or amended only by a written instrument signed by a duly authorized officer of the Seller and accepted by the Buyer.

THE SELLER MAKES NO OTHER WARRANTY OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, AND ALL IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WHICH EXCEEDS THE AFORESAID OBLIGATIONS IS HEREBY DISCLAIMED BY THE SELLER.

IN CASE OF DIFFICULTY

If you experience difficulty with this equipment, check the following, as appropriate:

- Switch settings
- Signal levels
- Connections between Dantel's equipment and your equipment
- Software configuration

If there is still a problem, substitute with equipment that is known to be good. For additional assistance, call Dantel's Customer Support Department between 8 AM and 5 PM Pacific Standard Time, Monday through Friday, at **559-292-1111, Option 4.**

If a thorough checkout shows a piece of equipment has malfunctioned, you may return it to the factory. For repairs and emergency replacements, obtain a RMA number from the Customer Support RMA Representative at **559-292-1111 Ext. 674.**

Emergency replacements are subject to stock on hand. Buyer is responsible for maintaining spares inventory for critical alarm network components. To ensure expedient processing of your warranty repair order, provide the original purchase order number and shipping and billing information when requesting an RMA number. Also, when the units are returned to Dantel, include a description of the failure symptoms for each unit returned. Send equipment to:

Dantel, Inc., 2991 North Argyle Avenue, Fresno, CA 93727-1321 SERVICE REPAIR CHARGES

All products returned for service that are not covered under warranties and are determined to be repairable by Dantel Customer Support will be repaired according to the following schedule. If a product is not repairable, Dantel will contact the customer for a decision about replacing the product. There is a \$100 fee per unit for diagnostics only or if no problem is found, whether or not the product is in warranty.