



### **LIMITED WARRANTY STATEMENT**

This Limited Warranty applies to Hardware Products manufactured or distributed by Industrial Computers, Inc. (ICI) under the Industrial Computers, Inc. (ICI) brand name. Industrial Computers, Inc. warrants to the original purchaser that the Hardware Product(s) will be free from defects in materials or workmanship under normal use for a period of one (1) year from the date of original purchase. This warranty covers parts and labor for the warranty period; extends to the original Purchaser and is not transferable; and excludes expendable parts.

During the warranty period, Industrial Computers, Inc. will repair or replace defective parts with new parts or, at the option of Industrial Computers, Inc., serviceable used parts that are equivalent to the original parts. All exchanged parts replaced under this warranty are the property of Industrial Computers, Inc. Warranty claims must be reported during the warranty period – claims reported after the warranty period has expired will not be honored as warranty claims. This Limited Warranty does not extend to any Hardware Product(s) that have been damaged or rendered defective due to the following:

- Accident, misuse or abuse.
- Operation outside the environmental usage specifications.
- Integration with components not approved by Industrial Computers, Inc.
- Unauthorized modifications.
- Improper service or maintenance practices.
- Continuous display of images that may result in image retention or “burn-in” on video displays.
- Extended use of flat panel displays resulting in premature failure of bulbs for back lighting.

Except as expressly set forth in this warranty, Industrial Computers, Inc. makes no other warranties, expressed or implied, including any implied warranties of merchantability and fitness for a particular purpose. Industrial Computers, Inc. expressly disclaims all warranties not stated in this Limited Warranty. Any implied warranties that may be imposed by law are limited to the terms of this express limited warranty.

### **HOW TO OBTAIN WARRANTY SERVICE**

Contact Industrial Computers, Inc. technical support department or your sales representative. Prior to placing your call, please locate proof of purchase and determine your product model and product serial number, list all options installed in your product, and prepare a detailed description of the problem.

A technician will diagnose the problem over the telephone. If the technician determines that a hardware problem exists that is covered by the warranty and that your product must be returned for repair, you will be issued a Return Material Authorization (RMA) Number.



The defective product should be boxed and returned to Industrial Computers, Inc. for repair within thirty days from receipt of an RMA Number. The RMA Number should be clearly visible on the outside of the box. Industrial Computers, Inc. will not accept items returned without an RMA Number or beyond thirty days from the date the RMA Number was issued. Customer is responsible for shipping fees associated with returning defective product(s).

It is your responsibility to back up any data that may be stored on the hard disk drive before returning the product to Industrial Computers, Inc. Industrial Computers, Inc. is not responsible for any damage to or loss of any programs, data, or other information contained on any media or any part of any item returned to Industrial Computers, Inc. for repair. Industrial Computers, Inc. will use best efforts to return the repaired product(s) with the contents of the hard disk drive intact. However, if during the repair of the product(s) the contents of the hard disk drive are altered, deleted, or in any way modified, Industrial Computers, Inc. is not responsible whatsoever.

Once the defective product(s) are received at Industrial Computers, Inc., technicians will use best efforts to repair the product(s) within two business days. Once repaired, the product(s) will be returned via standard commercial shipping. Industrial Computers, Inc. is not responsible for expedited shipping fees or shipping and customs fees associated with shipping beyond the 48 contiguous United States.

If Industrial Computers, Inc. determines that damage exists that is not covered by the warranty, you will be contacted with an estimate for repair and return shipping.

#### ***DISCLAIMER***

Industrial Computers, Inc. shall have no liability or responsibility to the purchaser or any other person for any loss or damage or any special, incidental or consequential damages caused or alleged to be caused directly or indirectly by the Hardware Product(s) or documentation, including, but not limited to, loss of previously or currently written data, any interruption of service, loss of customer goodwill, loss of business, anticipatory profits or consequential damages resulting from the use or operation of the Hardware Product(s). Industrial Computers, Inc. is not liable for any claim made by a third party or made by you for a third party.

Some states do not allow disclaimer of express or implied warranties or the limitation or exclusion of liability for indirect, special, exemplary, incidental or consequential damages in certain transactions; therefore, this statement may not apply. There may be other rights, which vary from jurisdiction to jurisdiction.

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