

LIMITED WARRANTY

New Products

Research Concepts, Inc., RCI, warrants to the original purchaser this product shall be free from defects in material and workmanship for one year, unless expressed otherwise, from the date of the original purchase. During the warranty period, RCI will provide, free of charge, both parts and labor necessary to correct such defects.

To obtain such a warranty service, the *original purchaser* must:

1. Notify RCI as soon as possible after discovery of a possible defect, with:
 - a. Model and serial number
 - b. Purchase date
 - c. Detailed description of the problem and circumstances when problem appears, including details on the electrical connection to associated equipment
2. Obtain an RMA number from RCI, then ship the product to RCI in original packaging or its equivalent, fully insured and shipping/customs charges prepaid. RCI is not responsible for damage during shipping.

Repaired Products

RCI warrants *repairs* to be free from defects in material and workmanship for six months from the repair date. If a possible defect is found, use the same process as above to obtain service.

Repair fees for end users are a flat charge based on the equipment being repaired.

Repair fees for Dealers and OEMs are an hourly labor charge plus parts cost. **** Dealers and OEMs are responsible for receiving and shipping the products from their customer. ****

RCI will pay for domestic shipping to return the product using the same method that RCI received it. Customers are responsible for all international shipping charges.

Correct maintenance, repair, and use are important to obtain proper performance from this product. Therefore, read the instruction manual carefully and completely. This warranty does not apply to any defect that RCI determines is due to, but not limited to:

1. Improper maintenance or repair, including the installation of parts or accessories that do not conform to the quality and specifications of the original parts
2. Misuse, abuse, neglect, or improper installation including disregard for installation of backup or safety override equipment
3. Accidental or intentional damage, including lightning
4. Water / Liquid damage

There are no implied warranties.

The foregoing constitutes RCI's entire obligation with respect to this product, and the original purchaser and any user or owner shall have no other remedy and no claim for incidental or consequential damages.

For service:

(913)422-0210 support @researchconcepts.com