



## LIMITED WARRANTY

Pensar warrants to the original registered Government End-user who purchases Pensar Products from Pensar or its authorized integrator/dealer that, commencing from the date of Pensar's initial shipment of the Product, the Product will be free from defects in material and workmanship for the specified period of 5 years, (the "Warranty Period") under normal use and maintenance. This Warranty also includes access to phone support and if applicable, advanced shipment of replacement parts when a Life Cycle Sustainment agreement is purchased.

Products under warranty include, modules, fans, power supply of the display, remote power supply, control system (graphics card, transmit card, receive card) and control software.

Failures not covered under this warranty include the use of Pensar products outside of normal specifications including but not limited to; environmental conditions, End-user provided power, improper installation and failures outside of the manufacturing process or as a result of a natural or man-made disasters.

End-user/Customers (defined as personal or organizational use and excludes resale, rental, lease or transfer of any kind of the products) remedy under this limited warranty shall be, at Pensar's discretion to repair or replace the failed component.

Process:

- 1) End-user or authorized integrator dealer contacts Pensar at the number provided on this Warranty summary document. Provide model number, serial number, purchaser and purchase date.
- 2) Description of the issue and troubleshooting utilized to isolate the problem.
- 3) Pensar will perform an initial assessment to attempt to resolve the issue including working with the End-user or authorized integrator dealer utilizing customer furnished spares.
- 4) If Pensar determines the issue requires warranty action Pensar will issue a Return Material Authorization (RMA) to facilitate repair or replacement at Pensar's discretion.
- 5) Customer will return the item identified in the RMA to Pensar. Mark the RMA number on the shipping box. End-user/Customer is responsible for return shipping charges, including freight, taxes, duties and insurance.
- 6) If the End-user/Customer has a Life Cycle Sustainment agreement in place with Pensar Advance replacement is available, refer to details and processes for advanced replacement contained in the Sustainment agreement.
- 7) It is the responsibility of the End-user/Customer to package the authorized RMA to ensure no damage occurs in return shipping.



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### Restrictions

- 1) Product must be installed by an authorized integrator/dealer or installed by Pensar or a Pensar assisted installation.
- 2) It is the End-user/Customer's responsibility to inspect for damage during shipping. A through visual inspection is required upon receipt and immediate notification to the on-site carrier and Pensar of any damage to packaging or material is observed.
- 3) End-user/Customer must ship the defective product to Pensar when applicable within 14 days of issue of the RMA. Returned part becomes property of Pensar.
- 4) This warranty does not cover damage caused by weather or natural disaster
- 5) Pensar cannot ship replacement parts to a PO Box or APO/FPO box.

No warranties or conditions exist except those contained in this Limited Warranty document control #008. No one from Pensar or Pensar's authorized Integrator/Dealer network can provide any warranty outside of this document. Pensar can not be held liable under this Warranty outside of replacement with a new, repaired or refurbished product. Pensar can not be held liable for any claim against End-user/Customer or any other party.

Pensar reserves the right to change the terms of this warranty. Any changes will apply to products purchased after the effective date of the controlled document