



## Service Specification

Product Line:

Warranty

Product No:

Version No:

0813

012

Sheet 1 of 1

Item: **Limited Hardware Warranty**

Configuration: **24 Months**

### Brief:

- Limited Hardware Warranty – 24 months (2 Years) from date of Shipment
- Prepaid Freight One-Way – In Continental U.S.
- RMA Tracking
- Repair – Typically within 5 business days from receipt in-house



### Description:

**Limited Warranty and Warranty Period:** CMI proprietary hardware products (such products, while under warranty, the “Equipment”) are warranted to be free from defects in materials and workmanship for a period of twenty-four (24) months from the date of shipment to the original purchaser (“Customer”). If Customer notifies CMI during the warranty period of a defect in the Equipment, CMI will repair the defective Equipment pursuant to the terms set forth below. Delivery of a repaired or replacement unit of Equipment does not extend the warranty period.

**Reporting a Defect:** Customer can report an Equipment defect to the CMI Service Center by (a) telephone between 8:00 A.M. and 4:30 P.M. (EST), Monday through Friday, excluding CMI holidays, or (b) through CMI’s support website.

- Telephone number: 800-527-4998
- Email address: service@controlmod.com

**Return and Repair Process:** After receiving Customer’s notice of an Equipment defect, the CMI Service Center will provide Customer with a Return Material Authorization (RMA) number to be used by both Customer and CMI to track the defective unit during the return and repair process. The RMA will be provided over the telephone or via email. Upon receipt of an RMA, Customer shall return the defective Equipment to CMI at Customer’s expense. CMI will pay for shipping the repaired unit back to customers located in the continental United States. Most Equipment will be repaired within five (5) business days following their receipt at a CMI repair depot.

**Exclusions from Limited Warranty:** The foregoing warranty does NOT include 1) furnishing supplies for, painting or refinishing Equipment; 2) electrical work external to such Equipment; 3) installation, maintenance or removal of alterations, attachments or other devices not furnished by CMI; 4) on site services; 5) services which cannot be

practicably performed due to alterations in or attachments to the Equipment; 6) services for accessories; or 7) repair or replacement of defective Equipment to the extent the defect is attributable to: (i) neglect or misuse ( including use of the Equipment for purposes other than that for which it was designed); (ii) transportation, vandalism or burglary of the Equipment, acts of terrorism, accident or disaster, or other external causes (including water, wind , lightning and dust); or (iii) alterations to the Equipment or servicing of the Equipment by a third party. The foregoing warranty shall also not apply to the extent the defect in the Equipment is due to the use of the Equipment in conjunction with products not manufactured by CMI or to Equipment from which the serial number has been altered, defaced or removed.

**Only to Original Purchaser:** This warranty extends only to the original purchaser of the Equipment. It may not be assigned to any third party.

**Disclaimer of All Other Warranties:** THE WARRANTY SET FORTH ABOVE IS THE SOLE WARRANTY THAT CMI PROVIDES WITH RESPECT TO THE EQUIPMENT. CUSTOMER ACKNOWLEDGES THAT CMI EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR USE OR PURPOSE, OR ANY WARRANTY IMPLIED THROUGH COURSE OF CUSTOM OR USAGE OF TRADE.

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### Label Description:

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### Project:

Project No:	Date:	Section:	Item:
Marketing / Date	Approval / Date	Rev No: / Date	
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