

LRS Manufacturer's Warranty

Long Range Systems, LLC (LRS) provides a one-year limited warranty on Complete Systems. We warrant your system against material defects in materials and workmanship that occur under ordinary use for one year from the original ship date. During this warranty period, if a defect arises in any system component or device (collectively, "Parts"), and you follow the instructions provided herein for returning the Parts, we will at our option, to the extent permitted by law, either (i) repair the Parts using either new or refurbished parts, or (ii) replace the Parts with a new or refurbished Parts that are equivalent to the Parts to be replaced. This limited warranty applies to any repair, replacement Part for the remainder of the Complete System warranty period or for 30 days, whichever period is longer.

LRS provides a limited warranty on individual Parts purchased separately (i.e., not as part of a Complete System purchase) for 30-days or for the remaining period of an associated Complete System's one-year warranty, whichever period is longer.

Implied warranties and any similar warranties required by law, also expire after one year (Complete Systems), or 30-days (individual parts), as appropriate, unless otherwise required by law. All oral and other warranties, whether express or implied, are disclaimed to the fullest extent allowed by law.

LRS returns repaired or replacement product via UPS ground shipping. Client is responsible for all shipping charges for the returns sent to LRS. After we receive returns, LRS will process the exchange within 15 days and will be responsible for all shipping charges delivering replacement Part(s). All warranty claims must be initiated through our customer service department at lrsus.com/support, support@lrsus.com or **800.437.4996**.

Exclusions & Exceptions:

"Complete Systems" are defined as:

Paging System: Transmitter, charger (if pagers are rechargeable) and pagers

Table Tracker System: Trackers, Charger, Display (iPad or PC), Repeaters, and Gateway or RXZ.

The following items include a one year warranty only and are not subject to extended warranty programs:

Display (iPad or PC), Router.

The following items ("Parts") include a 30-day warranty only, and are not subject to a Complete System oneyear or extended warranty programs: power supplies, jumper cables, power cords, pager clips and cradles, table tracker tags, and any other individual components or other system accessories.



LRS equipment is not covered under warranty if subject to:

Improper Electrical Connection/Charging: All LRS equipment operates using only LRS specific power supplies. If a non-approved or incorrect power supply is connected to the equipment, resulting damage will not be covered.

Damage due to acts of nature such as but not limited to: power outages, lightning (power surges), floods, tornadoes, and earthquakes are not covered.

LRS products that contain a rechargeable battery must be kept on charge. Any rechargeable equipment left off charge for more than a 90 consecutive day period will not be covered under the limited warranty.

Water (Liquid) Damage: If any equipment is returned to LRS with water/liquid damage to any electrical component, the equipment will not be covered.

Physical damage: Damage due to accident, misuse, neglect, fire, alterations, unauthorized repair or other external causes are not covered. Warranty coverage concerning physical damage is at the sole discretion of LRS. "Misuse" means any use other than use in accordance with product manuals and documentation.

Extended Warranty Option

For an additional fee, LRS offers an optional extended warranty for Complete Systems. One-year extended warranties are available for enrollment prior to manufacturer's warranty expiration. Eligible equipment may be covered through an extended warranty for up to five years, which includes the first year of manufacturer's warranty (i.e., extends the warranty period for an additional for years after the initial warranty period). Extended warranty programs are subject to the same exclusions and exceptions as original warranties. Programs auto-renew on a monthly or annual basis, are non-refundable and not available for proration except as required by law, and may be cancelled at the end of the billing term with a 30-day written notice. Extended warranty programs may not be renewed once cancelled or expired.

For system-specific extended warranty program pricing, contact LRS Customer Support at **lrsus.com/support**, **support@lrsus.com** or **800.437.4996**.

In addition to the above warranty provisions, customers may have other rights and remedies available under state and federal law.

Inventory Management Option

LRS offers a Managed Care program as a hassle-free way to ensure the proper number of pagers are always available. Automatically receive monthly the number of new pagers requested upon enrollment. Equipment is regularly shipped to a specified location, programmed and ready to use out of the box. For more information, pricing, or to enroll in the Managed Care program, contact LRS Customer Support at **lrsus.com/support**, **support@lrsus.com** or **800.437.4996**.