

CRESTRON EMEA STANDARD LIMITED WARRANTY

Crestron EMEA warrants that if its Crestron brand Products are found to exhibit defects in material or workmanship under normal use during the period of three (3) years from the date of purchase, so long as Dealer promptly notifies Crestron EMEA of the defect and, if requested by Crestron EMEA, upon return of the defective product, Crestron EMEA will, at its sole discretion, repair or replace the Product subject to the additional conditions and exceptions described below. This warranty is a limited warranty and gives you specific legal rights.

Crestron EMEA warrants Crestron brand speaker products (Essence®, Aspire®, Excite®, Saros®, AIR® and FS) for the lifetime of the product, with the following exceptions: speaker grills and outdoor rated speakers are warranted for a period of five (5) years from the date of purchase from Crestron EMEA.

Crestron EMEA warrants that if its 3rd party products (prefix model name: CH-, CI-, CG, CLED, CIT-) are found to exhibit defects in material or workmanship under normal use during the period of two (2) years from the date of purchase, so long as Customer promptly notifies Crestron EMEA of the defect and, if requested by Crestron EMEA, upon return of the defective Product, Crestron EMEA will, at its sole discretion, repair or replace the Product subject to the additional conditions and exceptions described below. This warranty is a limited warranty and gives you specific legal rights.

EXCEPTIONS

This warranty is applicable to Crestron products with the following exceptions:

- Disk drives and any other moving mechanical parts and pan/tilt heads are covered for a period of one (1) year;
- External power supplies are covered for a period of one (1) year, but with only 1 exchange per unit (serial number of the main unit needs to be registered);
- For internal power supplies to be covered by warranty, the loads have to be limited as mentioned in the related product manual. In case of indisputable proof of higher load on the unit the warranty coverage is no longer valid;
- Touch screen display is not covered when broken. The cause of a display to break can only be external by dropping the unit or wrong installation. For correct installation, the manual or installation guide needs to be followed and the original back box for this specific touch panel needs to be used. The correct back box can be supplied by Crestron EMEA or its subsidiaries. No liability can be taken for third party supplied back boxes and / or accessories;
- Touch screen overlay components have the same restrictions apply as mentioned point above. Additional caution should be made to apply inadequate tension upon install in the back box, causing the overlay components and / or display of the touch screen to turn faulty. In any case the overlay components of a touch screen are only warranted for a period of one (1) year, limited to normal use;
- Batteries have their standard wear and tear, causing Crestron EMEA to limit warranty to a period of (2) two years. Within these restricted periods a general limitation is a one (1) time replacement of the battery of the related Crestron Product.

TERMS AND CONDITIONS OF LIMITED WARRANTY

This warranty extends to Products purchased directly from Crestron EMEA. Purchasers should inquire of the Dealer regarding the nature and extent of the Dealer's warranty if any. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty on the original purchase. This warranty is provided only to the original purchaser of the Crestron equipment and shall not extend to subsequent owners. This warranty does not cover, and Crestron EMEA is not responsible for labor costs to diagnose, remove, repair, replace, reinstall and/or program any Crestron Product.

This warranty shall be null and void, and Crestron EMEA shall have no liability under the terms of this warranty, if the Product has been used in an application or environment other than that for which it was intended or if it has been subjected to misuse, abuse, accidental damage, modification, improper repair



or installation procedures or adverse environmental factors including incorrect line voltages, improper wiring, improperly rated fuses or circuit breakers, insufficient ventilation or incorrect temperatures or an act of God. This warranty does not cover any Product that has had the serial number altered, defaced or removed.

This warranty shall be the sole and exclusive remedy to the original purchaser. In no event shall Crestron EMEA be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of this equipment. The Dealer assumes and will hold harmless Crestron EMEA in respect of all such losses. Crestron EMEA's liability on any claim for damages arising out of or in connection with the manufacture, sale, installation, delivery, or use of the unit shall never exceed the purchase price of the unit. Crestron EMEA is not liable for any claim made by a third party or made by the Dealer for a third party.

Further, Crestron EMEA shall have no liability for any claims of infringement of any patent, trademark, copyright or other intellectual property: if Crestron Products are used in combination with other third party products or without Crestron's express authorization; if the Crestron Products were modified by anyone other than Crestron; for the use or sale of the Product other than as specified and authorized in Crestron's Documentation; for the use or sale of any version of Crestron software other than the most current version.

Except as expressly set forth in this warranty, Crestron EMEA makes no other warranties, expressed or implied, nor authorizes any other party to offer any warranty, including any implied warranties or merchantability or fitness for a particular purpose. THE DURATION OF ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS EXPRESSLY LIMITED TO THIS WARRANTY PERIOD. This warranty supersedes any and all previous warranties. Crestron EMEA's obligations under any implied warranties shall be limited to the terms of this express warranty. Crestron EMEA reserves the right to change any of the above warranty conditions without any prior notice.

TO MAKE A WARRANTY CLAIM

To make a warranty claim, promptly notify Crestron EMEA within the warranty periods described above by contacting the local Crestron Technical Support Center (<http://www.crestron.eu/contact/offices>). Crestron EMEA, in its sole discretion, will determine what action, if any, is required under this Warranty. No merchandise may be returned for credit, exchange, or service without prior authorization from Crestron EMEA.

Most problems can be corrected over the phone through close cooperation between Customer and a Crestron technician. To better enable Crestron EMEA to address a warranty claim, please have the product's serial and model numbers as well as its current operating system version, if applicable. If Crestron EMEA, in its sole discretion, determines that an on-site visit or other remedial action is necessary, Crestron EMEA may send a representative or coordinate the dispatch of a representative from a Crestron approved vendor, to Customer's site, and/or coordinate a warranty service call between Customer and a Crestron approved vendor.

Crestron EMEA reserves the right to change any of the above terms & conditions without any prior notice.

Crestron EMEA

