

Date: 01/1//2020

Manufacturers Product Warranty Coverage Terms and Conditions (within USA)

1. Length of Warranty Period:

Covers products shipped from Protech Technologies, Inc. in Placentia, California, or an affiliated warehouse. This includes shipments to any customer (distributor, dealer, reseller, or end-user) within the USA. **Term of warranty commences from purchase date appearing on invoice from an authorized distributor or authorized reseller unless otherwise noted.**

- a) All-In-One terminals (i.e. PA-5822 / PA-5880 / PA-6980 / PA-5685) - **36 months**
- b) All-In-One terminals w/ built-in printers (i.e. PA-A901 / PA-3222 / PA-6880) - **24 months**
- c) Peripherals (i.e. fingerprint reader, 2nd display, VFD) - **12 months**
Exception: MSR – same as terminal
- d) Booksize PC's – **24 months**
- e) Kiosks (i.e. PA-R110) – **12 months**
- f) Tablets (i.e. MH-5100 / MH-5102 / MH-5752) – **24 months**

NOTE: Warranty is automatically voided if full payment is not received for purchased product.

2. Limitations of Coverage:

The warranty covers parts, labor, and the return shipment back to the customer via ground service. This only covers failures due to manufacturing defects and component failures under normal use (wear and tear not included).

Protech Technologies, Inc. will have no liability for any product returned if Protech Technologies, Inc. determines:

- Improper installation
- Counterfeit labels
- Damage caused by improper packaging
- Physically damaged
- Unauthorized alterations
- Misuse of products

NOTE: Backup and remove all confidential data and personal information contained in the system prior to shipping any product to Protech Technologies, Inc. Protech Technologies, Inc. is not liable for loss of data contained in a machine returned to Protech Technologies, Inc. for any reason. Protech Technologies, Inc. does not provide data recovery services, or compensation for lost profits.

Please exclude any accessories and/or peripherals not related to the failure.

3. DOA (within 30 days of invoice date):

The part is defective from the factory and did not work upon arrival.

- a) The product must still be under warranty based on its date code.
- b) Protech Technologies, Inc. must have sold the product.
- c) The product must be received from the original purchaser.
- d) A valid RMA number supplied by Protech Technologies, Inc. and a copy of original invoice with serial number must accompany the product.
- e) The customer must have purchased the product within the last 30 days.
- f) A replacement unit will be shipped by Protech Technologies, Inc. or its authorized distributors.

4. Failure After 30 Days:

The product fails after 30 days due to a manufacturing defect.

- a) The product must still be under warranty based on the date on the invoice.
- b) Protech Technologies, Inc. must have sold the product.
- c) The product must be received from the original purchaser.
- d) A valid RMA number supplied by Protech Technologies, Inc. and a copy of original invoice with serial number must accompany the product.
- e) The product will be returned to the manufacturer for repair/replacement at the discretion of Protech Technologies, Inc.
- f) Protech Technologies, Inc. will pay the cost of ground freight on the return trip to the customer. The customer must pay for any special freight request.

5. Out Of Warranty Repairs:

The customer returns a product for repair outside of the warranty period and/or terms and conditions.

- a) The customer must return the defective item to Protech Technologies, Inc..
- b) A valid RMA number supplied by Protech Technologies, Inc. must accompany the product.
- c) The product will be repaired or replaced.
- d) The product will be returned to the manufacturer for repair/replacement at the discretion of Protech Technologies, Inc.



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- e) The customer will be billed for all freight charges, as well as the repair and parts charges prior to any repairs/replacements.

6. Recall Notices By Manufacturer:

The manufacturer recalls an item due to reliability issues or substandard operation.

- a) The product must be listed under the recall notice.
- b) Protech Technologies, Inc. must have sold the product.
- c) The product must be received from the original purchaser.
- d) A valid RMA number supplied by Protech Technologies, Inc. and a copy of original invoice with serial number must accompany the product.
- e) The product will be returned to the manufacturer for repair or replacement at the discretion of Protech Technologies, Inc.
- f) Protech Technologies, Inc. will pay the cost of ground freight to return the item to the customer. The customer must pay for any special freight request.

7. Contact:

For technical support or RMA requests please email support@protech-usa.net or call 714-996-7200