



Limited Five-Year Warranty

Western Telematic, Inc. warrants this product to be free from defects in material and workmanship for a period of five (5) years after the original date of customer purchase. WTI's sole obligation under this warranty is limited to replacing, repairing, or correcting such defects upon return to WTI. Equipment under warranty will normally be repaired at no charge to the customer. If the equipment is out of warranty, or if WTI determines the equipment has been damaged due to mishandling or improper use, the appropriate charges will be made.

Exclusions

The above warranty shall not apply to defects resulting from: improper or inadequate maintenance by the customer; customer supplied interfacing; unauthorized modification or misuse; operation outside of the environmental specifications for the product; or improper site preparation and maintenance.

Obtaining Service During or After Warranty

If your hardware should fail during the warranty period, follow the procedures in the user's manual. If you are still unable to determine the cause of the failure, contact WTI's Service Department.

If you need to ship your product back for repair, be sure it is packed in a protective carton. If needed, packaging materials and carton may be obtained from Western Telematic. In-transit damage is not covered by the warranty. We suggest that you always insure shipments.

You can help assure effective servicing of your product by following these guidelines:

1. Before returning materials to WTI, customer must first request a return authorization number. The RA number must be affixed to all materials returned, the shipping container, and all documents.
2. Please include a brief description of the problem. This will assist service personnel in diagnosis and repair of the product.
3. Include your name, address, and a phone number where you may be reached during business hours.

The customer shall prepay shipping charges for products returned to WTI for warranty service and shall pay for all shipping charges, duties, and taxes for products returned to WTI from another country.



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