

TOA ELECTRONICS, INC. - LIMITED WARRANTY

For Products purchased within the United States of America and US Territories:

- Puerto Rico and US Virgin Islands

WARRANTY STATEMENT

TOA warranties all new TOA products purchased for the following time periods:

- Audio Products: (5) Five years
- Intercom Products: (2) Two years
- CCTV Products: (3) Three years with the following exceptions: See Exceptions to Warranty Coverage below.

This warranty includes all Audio, Intercom and CCTV products purchased through authorized TOA Dealers, Distributors and Online Resellers. (See the tables below indicating the Exceptions and Exclusions to warranty coverage included in this statement.)

TOA products are warranted to be free from defects in original material and workmanship ("Manufacturing Defects") starting from the end-user invoice date ("Date of Purchase") from a TOA Authorized Dealer, Distributor or Online Reseller. If you have questions regarding your TOA product warranty coverage you should consult with TOA Product Support at (800) 733-4748.

- If the end-user invoice ("Bill of Sale") is lost or unavailable TOA may choose to warranty the product based upon the information contained within the TOA manufactured date code affixed to the product.

For warranty coverage of OEM or Third Party Vendor equipment resold through TOA, please contact the OEM (Original Equipment Manufacturer) or Third Party Vendor directly.

DISCLAIMER OF WARRANTIES

Except as otherwise expressly provided herein, TOA products are provided to TOA Authorized Dealers, Distributors and Online Resellers "as is". TOA makes no other warranty of any kind, whether expressed or implied, regarding the products, and specifically disclaims the implied warranty of fitness for a particular purpose, to the maximum extent permitted by law.

EXCEPTIONS TO WARRANTY COVERAGE:

Product / Category	Exception(s)
All Product Categories	Rust and/or Corrosion of any product and/or associated mounting hardware are not covered under warranty. (This exception also applies to all TOA products which are recommended for outdoor applications.) In-Warranty products returned to the Warranty Repair Center that are determined "No Problem Found" or "Unable to Duplicate Symptom/Complaint" will be charged a "Testing Fee" and will be charged for the return shipment of the product.
Batteries	Battery failures are not covered under warranty. TOA will replace failed batteries within 60 days from the "date of purchase". (Contact your TOA Authorized Dealer, Distributor or Online Reseller to arrange for the replacement.)
CCTV Products	
- PTZ Combination Dome Cameras	The following components will be covered by a (1) one year warranty: Electrical slip ring contacts, pan/tilt and lens motors and lens assemblies, cooling fans if available. Failures in camera CCD picture element(s) resulting from "image burn in" are not covered under warranty.
- Fixed Cameras	Failures in camera CCD picture element(s) resulting from "image burn in" are not covered under warranty.
- Tamron Lens	(2) two year warranty
- Monitors – CRT	(1) one year warranty CRT (Cathode Ray Tube) damage resulting from "image burn in" are not covered under warranty.
- Monitors – LCD	(1) one year warranty Dead pixel(s) of LCD panel are not covered under warranty.
- Digital Video Recorders	The following components will be covered by a (1) one year warranty: HDD (Hard Disk Drive), DVD Burner and Fan.

EXCLUSIONS FROM WARRANTY COVERAGE:

Warranty Exclusions - Damages caused by:		
Abuse	Failure to follow operation instructions and warnings	Other equipment
Accident	Fire	Product sold by a reseller not authorized as a TOA Dealer, Distributor or Online Reseller
Acts of War	Improper / Incorrect Installation	Public Disturbances
Alterations	Inadequate ventilation	Rusting
Careless Handling	Installation or Removal charges	Scratches
Corrosion - Exposure to corrosive chemicals, liquids or mist including: soft drinks, saltwater, etc.	Insufficient cooling / ventilation	Serial Number has been damaged, altered or removed
Damage caused by leaky batteries	Lightning Damage	Service done by individuals or service stations other than TOA Authorized Service Center
Damage caused by other equipment	Misapplication	Shipping charges to and shipping damage insurance to and from the Warranty Repair Center
Damage due to incorrect or insufficient packaging and shipment	Misoperation	Shipping damage
Electrical Service - Power Surges - Brownout - Blackout	Modifications - Unless installed by TOA	
	Natural disasters	
	Negligence	
	No Problem Found - By the warranty repair center	
	Operation on incorrect power supplies	

Warranty Exclusions - Damages caused to:		
Case Panels	Grilles	Meter movements
Cases	Lost / Missing Knobs	Wooden parts

END OF TOA LIMITED WARRANTY STATEMENT

OBTAINING WARRANTY REPAIR

To obtain In-Warranty repair of any TOA product, please contact TOA Product Support at (800) 733-4748 for referral to the nearest TOA Authorized Warranty Repair Center.

IN-WARRANTY REPAIR

Products returned for In-Warranty repair must have a legitimate manufacturing defect for warranty coverage to apply as described within the TOA Electronics, Inc. - Limited Warranty Statement. In-Warranty products determined by the TOA Authorized Repair Center to have "No Problem Found" or "Unable to Duplicate Symptom/Complaint" will be billed a "Testing Fee". Additionally, the customer will be billed the shipping charges to return the product.

Product returned for In-Warranty repair that are received with "Shipping Damage" will no longer be covered by the TOA Electronics, Inc. - Limited Warranty. (See the "Shipping Damage" section of this document.) When the customer has settled the Shipping Damage Claim with the shipper, or if the customer declines filing the Shipping Damage Claim, the material may be repaired "Out of Warranty". (See the "Out of Warranty - Repair" section of this document.)

OUT OF WARRANTY REPAIR

Out of Warranty product repairs will be charged at a minimum the "Repair Estimate Fee" as determined by the repair center. Upon receipt and testing of the product at the repair center, the repair center will provide the customer with a "Repair Estimate".

- If the "Repair Estimate" is declined, the "Repair Estimate Fee" will be billed to the customer.
- If the customer chooses to receive the product without repair, the customer will be billed the "Repair Estimate Fee" plus "Shipping Charges".
- If the customer chooses to have the Repair Center dispose of the product, the customer must notify the repair center via a written document explaining their instructions and will be billed the "Repair Estimate Fee".

Out of Warranty product repairs have a 90 day Parts & Labor Repair Services guarantee from the date of repair completion. This guarantee only covers labor and parts used to complete the original repair. Repeated return for repair of a different problem will not be covered by this guarantee.

SHIPPING DAMAGE

All product returned to the Service Center will be inspected for "Shipping Damage" upon receipt. Any product received with shipping damage will not continue the repair process. The customer will be notified to contact the shipper and the customer will be responsible to initiate a "Shipping Damage Claim" with the shipper. Repair Center personnel will make the product and received packaging available to the shippers inspector as necessary.

SHIPPING INSTRUCTIONS

Each product item being returned for service should be packed in a separate box.

The packing materials must be sufficient to safely ship the material from the customer to the repair center and from the repair center back to the customer.

Product received with insufficient packaging may be charged for packing materials suitable for the return shipment. The customer is responsible for shipping charges to send the product to the TOA Repair Center.

In-Warranty repairs will be shipped back to the customer via UPS Ground Service without insurance at TOA expense.

- The customer may choose expedited UPS shipping at their desired level of service but will be billed in full for the UPS shipment and/or UPS shipping insurance.
- The material remains the property of the customer therefore TOA Electronics, Inc. is not responsible for any shipping damage. The customer must file any "Shipping Damage Claim" with UPS.

Out of Warranty repairs will be shipped back to the customer via the customers preferred UPS level of service indicated by the customer and will be billed for the UPS shipment and UPS shipping insurance when insurance is requested.

- The product remains the property of the customer therefore TOA Electronics, Inc. is not responsible for any shipping damage. The customer must file any "Shipping Damage Claim" with UPS.

Customers may choose to have their product insured during shipment. This must be indicated by the customer when repair service is requested and the repair center will bill the customer for the UPS shipping insurance based upon the product dollar declared value indicated by the customer. The customer is responsible for initiating and settling any shipping damage claim directly with UPS. TOA is not responsible for any shipping damage.