

## Terms of the products warranty

According to the presented Terms, Seller-Manufacturer confirms that he assumes the responsibilities to provide the Customers with a certain service, in case some product's flaws will be found.

Warranty term begins since the moment of the product dispatch, either from the Seller-Manufacturer or from the official Dealer in Russia or any other country, and lasts for 12 months.

Upon the delivery of the product for warranty repair, terms of repair may reach 45 (forty-five) days for the Customers and 90 (ninety) days for the commercial companies, if the other terms are not stated in the purchase agreement.

Delivery to the manufacturer facility for the warranty repair is paid by the Customer.

The Seller-Manufacturer is obliged to solve the defect free of charge, when on warranty term, by repairing the device or replacing it, if the problem is occurred by the Seller-Manufacturer fault.

If the Seller-Manufacturer establishes new warranty terms, it doesn't affect already sold products.

If there are faults found in the device and/or some of its parts, parts will be replaced for the right ones. If required, the device could be replaced with the new one.

The Seller-Manufacturer reserves the right to make changes in the product, if they do not worsen its qualities.

The parts of inappropriate quality, which were replaced for the new ones in a warranty procedure, become the property of the Seller.

The Seller is not responsible for any damage caused to the Customer, who is either a legal entity or individual entrepreneur (including, but not limited to, all without exception cases of loss of profits, business interruption, loss of business information or other pecuniary loss) related to use or inability to use the purchased product.

### **The Seller has no warrant responsibility in cases of:**

1. Damages to the goods during transportation, storage or violated the rules of operation and installation (including, but not limited to, work in undocumented modes, exceeding the permissible operating temperature and the like) contained in the technical documentation for the product.
2. The presence of the external interference or traces of unauthorized repair of the product, as well as in the case of repairs, produced by individuals or organizations, which are non-authorized service centers.
3. If the serial number is corrupted, illegible or has traces of reattaching.
4. The presence of internal and external electrical and mechanical damages (including, but not limited to, jammed contacts, cracks, traces of shock, chipping, burnouts, etc.) that could affect the performance of the product.
5. Damages caused by entering inside the device of extraneous substances, objects, liquids, dust, insects, animals, including traces of animal and insect life.

6. Damages caused by the use of untested or unsuitable equipment.
7. Damages caused by incompatibility to the federal electricity standard of the power supplying and connections. Damages caused by the absence of electrical protection recommended by the Manufacturer (stabilizers, uninterrupted power supply).
8. Damages caused by a modified (not official) software or incorrect software set up, incorrect installation of software, mistakenly deleted / formatted files.
9. Damages caused by incorrect connection of external devices via LAN, MIC, EXT CTRL, REF etc. connectors and damages caused by the hot plugging i.e. when devices are working.

**Specific cases:**

<b>Reason of the damage:</b>	<b>Result in burned/damaged/charred:</b>
1. Extremely high RF power on the RX antenna port: RF power interference, lightning, electrostatic discharge, power feedback from PA.	<ul style="list-style-type: none"> <li>- ADC</li> <li>- Attenuator</li> <li>- Preamp/VHF LNA</li> <li>- Antenna input discharger</li> <li>- Antenna input ground relay</li> <li>- RX BPF, LPF</li> <li>- LAN Driver</li> <li>- HDMI, DPORT</li> <li>- PCB, lines, ICs or other electrical components</li> <li>- PTT/CW KEY input nets</li> <li>- EXTCTRL switches</li> </ul>
2. Load impedance is not 50 Ohm or not matched by antenna tuner.	<ul style="list-style-type: none"> <li>- PCB, lines, ICs or other electrical components</li> <li>- TX BPF, LPF</li> </ul>
3. Incorrect connection of external devices	<ul style="list-style-type: none"> <li>- PTT/CW KEY input nets</li> <li>- EXTCTRL switches</li> <li>- EXTCTRL fuse</li> </ul>

**Warranty does not apply to:**

1. Slight defects or incompliance to technical characteristics, which do not influence the cost or functionality of equipment.
2. Installation of new versions of BIOS, Windows, drivers or software.
3. Perfect functionality of the integrated, installed or supplied with the device software.
4. Products packaging.

**Warranty limitations:**

1. Seller-Manufacturer does not guarantee compatibility of the products software with hardware or software from third-party developers, if otherwise is no stated in the products documentation.
2. Seller-Manufacturer does not bear responsibility for any possible harm, direct or indirect to people, pets or other property in case the product was used improperly, without following operating or storing instructions, deliberate or careless actions of the Customer or third parties.
3. The visual appearance of the product and supplied accessories should be made right after its acceptance, any claims regarding these subjects are not acceptable afterward.
4. Seller-Manufacturer does not bear responsibility for any possible harm to the external devices connected to the product (including any cases of loss of profits, interruption of business activity, loss of information, etc.).
5. The product is not deemed faulty, if the number of failed pixels is less than allowed according to the ISO 13406-2 standard, which determines the tolerances of the LCD matrix production technology.

**Before you start testing and using the products we DO recommend to carefully read the User and Hardware manuals!**

**If you have some questions contact the manufacturer or your local dealer. We as a manufacturer will try to help to solve ANY issue Customer might have with the product.**