



## KRAMER ELECTRONICS LIMITED WARRANTY

The warranty obligations of Kramer Electronics Inc. or its affiliates. ("Kramer Electronics") for this product are limited to the terms set forth below:

### 1. What is Covered

This limited warranty covers defects in materials and workmanship in this product.

### 2. What is Not Covered

- 2.1. This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing, and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature.
- 2.2. This limited warranty does not cover any damage, deterioration or malfunction resulting from the installation or removal of the product from any installation, any unauthorized tampering with the product, any repairs attempted by anyone unauthorized by Kramer Electronics to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of the product.
- 2.3. This limited warranty does not cover cartons, equipment enclosures, cables or accessories used in conjunction with the product.
- 2.4. This limited warranty does not cover reception or transmission problems caused by signal conditions, Internet connection problems, or any other communication systems outside the product.
- 2.5. This limited warranty does not cover expendable accessories such as batteries. Without limiting any other exclusion herein, Kramer Electronics does not warrant that the product covered hereby, including, without limitation, the technology and/or integrated circuit(s) included in the product, will not become obsolete or that such items are or will remain compatible with any other product or technology with which the product may be used.

### 3. How Long this Coverage Lasts

The standard limited warranty for Kramer products is three (3) years from the date of original purchase, with the following exceptions:

- 3.1. Kramer VIA accessories, adapters, tags, and dongles are covered by a standard one (1) year warranty.
- 3.2. MTR Devices are covered by a standard one (1) year warranty, and any related software is covered by a three (3) months warranty.

- 3.3. Panta Rhei's Site Agent is covered by a standard one (1) year warranty, and any related software is covered by a three (3) months warranty.
- 3.4. Kramer fiber optic cables, adapter-size fiber optic extenders, pluggable optical modules, active cables, cable retractors, ring mounted adapters, portable power chargers, wireless chargers, Kramer speakers, Kramer touch panels, and Kramer Corona Tags are covered by a standard one (1) year warranty.
- 3.5. All Kramer passive cables are covered by a lifetime warranty.
- 3.6. All NETGEAR fully managed switches are covered by the NETGEAR ProSAFE limited lifetime hardware warranty, lifetime technical support (90 days via phone and email; lifetime via online chat - [www.netgear.com/support](http://www.netgear.com/support)), and lifetime next business day hardware replacement. The NETGEAR fully managed switches' lifetime warranty does not expire at product end-of-life and is limited to the original purchaser (see [www.netgear.com/warranty](http://www.netgear.com/warranty)). To benefit from this warranty, end customers should register at [www.mynetgear.com](http://www.mynetgear.com). All Kramer passive cables are covered by a lifetime warranty.

#### **4. Who is Covered**

Only the original purchaser of the product is covered under this limited warranty. This limited warranty is not transferable to subsequent purchasers, assignees, or owners of the product.

#### **5. How to Obtain a Remedy Under this Limited Warranty**

- 5.1. To obtain a remedy under this limited warranty, you must have an original, dated sales receipt as proof of purchase from Kramer Electronics or an authorized Kramer Electronics reseller and follow the Return Material Authorization (RMA) procedure:
  - 5.1.1. Contact either the authorized Kramer Electronics reseller from whom you purchased the product or the nearest Kramer Electronics office. Kramer Electronics, or the authorized reseller, will review the request.
  - 5.1.2. If the request is approved, you will be issued an RMA number. Then, at your own expense, you must ship the product back to Kramer Electronics or any other party authorized by Kramer Electronics, all in accordance with Kramer Electronics instructions. The product must be properly packed, preferably in the original carton, with the RMA number clearly marked on the package. Packages without an RMA number will be refused. No service will take place on-site unless Kramer Electronics, at its sole discretion, determines that an on-site visit is necessary.
  - 5.1.3. Once the product is received, Kramer Electronics will inspect

it to verify the reason for the return and ensure it meets the return policy criteria. Based on the inspection, as long as Kramer Electronics determines that there is eligibility for such action. Kramer Electronics may choose to repair or replace the product, as further outlined below, in accordance with Kramer's Electronics policy.

- 5.2. For the detailed RMA procedure and a list of authorized Kramer Electronics resellers and/or authorized service providers, visit our web site at [www.kramerav.com](http://www.kramerav.com) or contact the nearest Kramer Electronics office.

## **6. What Kramer Electronics Will Do**

Kramer Electronics will, at its sole discretion, provide one of the following remedies to whatever extent it shall deem necessary to satisfy a proper claim under this limited warranty:

- 6.1. Elect to repair or facilitate the repair of any defective parts within a reasonable period of time, free of any charge for the necessary parts and labor to complete the repair and restore the product to its proper operating condition. Kramer Electronics will also pay the shipping costs necessary to return the product once the repair is complete.
- 6.2. Replace the product with a direct replacement or with a similar product deemed by Kramer Electronics to perform substantially the same function as the original product. If a direct or similar replacement product is supplied, the original product's end warranty date remains unchanged and is transferred to the replacement product.

## **7. What Kramer Electronics Will Not Do Under this Limited Warranty**

- 7.1. If the product is returned to Kramer Electronics or the authorized dealer from which it was purchased or any other party authorized to repair Kramer Electronics products, the product must be insured during shipment, with the insurance and shipping charges prepaid by you. If this product is returned uninsured; you assume all risks of loss or damage during shipment.
- 7.2. Kramer Electronics will not be responsible for any costs related to the removal or re-installation of the product from or into any installation.
- 7.3. Kramer Electronics will not be responsible for any costs related to setting up the product, any adjustment of user controls or any programming required for a specific installation of the product.

## **8. Limitation of Liability**

- 8.1. THE MAXIMUM LIABILITY OF KRAMER ELECTRONICS UNDER

THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRAMER ELECTRONICS IS NOT RESPONSIBLE OR LIABLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY.

- 8.2. Some countries, districts or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you.

## **9. Exclusive Remedy**

- 9.1. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRAMER ELECTRONICS SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF KRAMER ELECTRONICS CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPLICABLE LAW.
- 9.2. IF ANY PRODUCT TO WHICH THIS LIMITED WARRANTY APPLIES AS A "CONSUMER PRODUCT" UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPLICABLE LAW, THE FOREGOING DISCLAIMER OF IMPLIED WARRANTIES SHALL NOT APPLY TO YOU, AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR THE PARTICULAR PURPOSE, SHALL APPLY AS PROVIDED UNDER APPLICABLE LAW.

## **10. Other Conditions**

- 10.1. This limited warranty gives you specific legal rights, and you may have other rights which vary from country to country or state to state.

- 10.2. This limited warranty is void if (i) the label bearing the serial number of this product has been removed or defaced, (ii) the product is not distributed by Kramer Electronics or (iii) this product is not purchased from an authorized Kramer Electronics reseller. If you are unsure whether a reseller is an authorized Kramer Electronics reseller, visit our web site at [www.kramerav.com](http://www.kramerav.com) or contact a Kramer Electronics office.
- 10.3. Your rights under this limited warranty are not diminished if you do not complete and return the product registration form or complete and submit the online product registration form.
- 10.4. This warranty supersedes any and all previous warranties and the obligations of Kramer Electronics under any implied warranties shall be limited to the terms of this warranty. Kramer Electronics reserves the right to amend this warranty from time to time. However, to the extent that any amended warranty materially changes the obligations of Kramer Electronics, such amendments will not apply to Product orders already placed and accepted by Kramer Electronics.

Kramer Electronics thanks you for purchasing a Kramer Electronics product. We hope it will give you years of satisfaction.

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