

WARRANTY STATEMENT

(Effective for products sold after October 1, 2006) Xantech Corporation ("Xantech") warrants to the holder of a valid proof of purchase as the first end-user purchaser ("You"), its products to be free from defects in materials and workmanship as defined herein, for the periods specified below from the date of purchase. This limited warranty extends only to You for product purchased and used in the United States of America. For product purchased outside of the United States of America, the terms of this warranty apply EXCEPT that You must contact the Xantech Authorized Distributor in your region for warranty services. Product is not intended for end user installation. If within the applicable warranty period above You discover such item was not as warranted above and You promptly notify Xantech in writing, Xantech shall repair or replace the items at its option. Xantech may elect which remedy or combination of remedies to provide in its sole discretion. Xantech may use functionally equivalent reconditioned/refurbished/pre-owned or new products or parts under this limited warranty. This warranty shall not apply (a) to product which shall have been installed by other than an authorized Xantech installer, (b) to installed product which is not installed to Xantech's specifications, (c) to product which shall have been repaired or altered by others than Xantech, (d) to charges for installation or set up or adjustment of customer controls, (e) to product that has suffered normal cosmetic deterioration (f) to product which shall have been subjected to negligence, misuse, abuse, accident, or damage by circumstances beyond Xantech's control, including, but not limited to, lightning, flood, electrical surge, tornado, earthquake, or any other catastrophic events beyond Xantech's control, or (g) to product which shall have been subjected to improper operation, connected equipment failure or malfunction, inadequate packing or shipping damage, maintenance or storage, or to other than normal use of service. (h) if parts are no longer available to repair, or replace the product or to provide a functionally equivalent product. The foregoing warranties do not cover reimbursement for labor, transportation, shipping, removal, installation, or other expenses which may be incurred in connection with repair or replacement. All claims for product shipping damage must be processed within 3 days of receipt by You. Supplied batteries are not covered by this warranty. For the purpose of this warranty, Lifetime is defined as seven (7) years from the discontinuance of sales of that product by Xantech.

A Xantech Return Authorization (RA) must be obtained from Xantech by You, your installer or your distributor for product covered under this warranty. Covered product must be sent to Xantech together with proof of purchase, RA number, prepaid and insured to Xantech. Freight collect shipments will be refused. Risk of loss or damage in transit is borne by the sender. Xantech's warranty does not cover products which have been received improperly packaged, altered, or physically damaged. Products will be inspected upon receipt.

Except as may be expressly provided and authorized in writing by Xantech, Xantech shall not be subject to any other obligations or liabilities whatsoever with respect to equipment manufactured or sold by Xantech or services rendered by Xantech.

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ATTENTION: TO OUR VALUED CONSUMERS To insure that consumers obtain quality pre-sale and after-sale support and service, Xantech products are sold exclusively through authorized dealers and authorized distributors. Xantech products are not sold online. The warranties on Xantech products are NOT VALID if the products have been purchased from an unauthorized distributor or an online e-tailer. In order to determine if your Xantech re-seller is authorized, please call Xantech (800) 843-5465.

XANTECH PRODUCT (go to xantech.com/warranty for model numbers)	WARRANTY DURATION
IR Receivers and IR Emitters	Limited Lifetime
A/V Distribution and Control	Limited Lifetime
Remote Control Switchers	Limited Lifetime
Modules and Connecting Blocks	Limited Lifetime
Accessories	Limited Lifetime
Speakers	Limited Lifetime
Volume Controls and Speaker Selectors	5 year Limited
MRC, BX, ZPR and Commercial Products	2 year Limited
Amplifiers	2 year Limited
Control Interfaces	2 year Limited
Hand Held Remote Controls	1 year Limited
SPLCD Products	1 year Limited
Source Components	1 year Limited
HDMI	2 year Limited

STANDARD TERMS AND CONDITIONS

Dealers

Net 30 on approved credit

Dealers

\$50.00 minimum purchase order (product only, no accessories included)

Each order stands alone; no additional items may be added after PO is transmitted

Xantech Corporation Dealer Return Policy

Xantech will not accept unauthorized products for repairs or returns.

To request a Return Authorization (RA) please contact Xantech Tech Support Department at 800 843-5465 and follow auto attendant prompts.

IN WARRANTY PRODUCT

Products sold by Xantech Corporation are covered under the Limited Warranty Policy printed in the Xantech Price Sheet. This Policy covers parts and labor on all products for one full year from the date of purchase unless stated otherwise in the warranty statement. Xantech Corporation has a repair or replace policy with respect to defective product within the warranty period. Items that cannot be repaired will be replaced at no charge to the dealer. A Return Authorization (RA) is required for In Warranty Product. Dealer must provide documentation in the form of proof of purchase i.e., copy of invoice at the time of return request. All In-Warranty products returned for repair will be inspected for damage/abuse upon receipt at Xantech. Product deemed abused by Xantech will be subject to repair charges at the discretion of the inbound Inspector. DOA Products: Xantech will Repair or Replace initial failure units at its discretion. In the event of an advanced replacement unit is sent, the Dealer will be charged for the replacement unit. When the defective unit is returned it will be inspected. If found to be defective Xantech will issue a Credit less the cost of repairing the damage or replacing the missing parts. If the DOA unit is inspected and no problem is found (NPF) it will be returned to the dealer and no Credit issued. See Details section below for shipping information, product listing requiring Technical Support Pre-Authorization and other critical information. Xantech will return product to dealer via UPS at no charge. If product inspected is determined not to be defective i.e., No Problem Found (NPF) it will be returned to the dealer via UPS. UPS charges will be billed to the dealers account. If a dealer or distributor ships units to Xantech with an approved RA via expedited freight, Xantech will return the repaired or replaced item using the same shipping methodology. (Ex;UPS Red inbound, UPS Red return to customer).

OUT OF WARRANTY PRODUCT

A Return Authorization (RA) is required for Out Of Warranty Product. Out Of Warranty product sent in for repair will be inspected by Xantech Corporation. An estimate indicating the cost of parts and labor to repair the product will be provided to the dealer prior to the commencement of any work. Dealer will be required to approve the estimate via email or fax. If the unit is deemed not to be repairable it will be sent back to the dealer. Repaired product will be returned to the dealer via UPS. UPS charges will be billed to the dealers account. Hourly rate for repair is \$60.00.

NEW PRODUCT RETURNS/STOCK BALANCE REQUESTS

New product being returned for stock balance requests will incur a 20% Restocking Charge. The Restocking Charge will be waived if the request for return is made within thirty (30) days of purchase. All Authorized products issued with a Return Authorization (RA) for Credit will be subject to inspection. Returned product must be in brand new factory sealed boxes, in the current sales catalog and in fully resalable condition. Xantech Corporation will not authorize product returns/exchanges after 120 days. Product returned in poor condition will be rejected and sent back to the dealer via UPS. UPS charges will be billed to the dealers account.

DETAILS

PACKAGING RETURN SHIPMENT

Product being returned to Xantech Corporation for In Warranty or Out Of Warranty repair will need to be packaged securely in order to avoid damage. All PA amplifiers, MRC Controllers and SPLCD Touch panels will need to be returned in its original Xantech box with packing in order to avoid damaging the product in-transit. Products received at Xantech in sub-standard packaging will not be serviced. Xantech will send you an appropriate box to return product if requested. There will be a charge for this service.

TECHNICAL SUPPORT PRE-AUTHORIZATION

Certain products require a Pre-Authorization from our Technical Support Department prior to a Return Authorization (RA) being issued. Please call our Technical Support Department at 800 843-5465 Extension 301 if you have a problem with any of the following products: Any MRC Controller or Keypad, SmartPad LCD (any model), ZPR68 (any version), 49090, 78090, any PA series amplifier, PM110, LM110, WPK (any version), DD4, Gate KeepIR (any version), RT8, RT16, RAT1, URC2 (any version), MAC1, IRS232, IRS232A, RS232IR, RS2321X8, Xtralink-IP 172 series, 590-10, 710-00, 730-00, XDT, PMX/LMX, and BXAUDIO. Technical Support will transfer your call to the Sales Department to complete the ATR process.

SHIPPING LABEL REQUIRED

All authorized products returned to Xantech for Repair or Return must have a Xantech Return Authorization (RA) Shipping Label taped to the outside of the box. Returns sent without this label will be refused at the dock. A copy of the RA must be placed inside the box. These documents will be sent to the dealer via email or fax.

TIME LIMIT TO RETURN

When a Return Authorization (RA) is issued a dealer or distributor will have 30 days from that date to return the product to Xantech. The RA will be cancelled and product refused at the dock after the 30-day window elapses.

Xantech Corporation reserves the right to accept or refuse any request for repair or credit based on, but not limited to: Past Due Accounts, Unresolved Credit Issues, Legal Action or abuse of the stated Return Policy. Policies, Rules, Regulations and Restrictions are subject to change at any time.

