

## **JANAMCARE NOTE: Service Policy**

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### **1. Janam Warranty**

- a) Term of service: Janam warrants its products to be free from defects in materials and workmanship from the time of shipment. All Janam XG4, XM75+, XR2, XT3, and BTS-01 products come with a standard warranty of two (2) years. All other devices come with a standard warranty of one (1) year.
- b) Tier 1 phone support: Live telephone support is available Monday through Friday from 8:30am to 5pm (EST in North America and GMT in Europe) to provide:
  - Assistance verifying a product problem
  - Help in filling out case reports
- c) Non-warranty repairs are subject to flat rate repair fees. JanamCare Service Center will issue a repair estimate for approval in advance by customer. Repair estimates are subject to change with written notice pending hidden damage or unforeseen issues found during repair.
- d) Repair turnaround time: Seven business days, starting from the first full business day after receipt of the product at the JanamCare Service Center and ending on the day the product is prepared for return shipment to the End User. Repair turnaround time is a target and not a guarantee.
- d) Shipping charges: All defective product(s) will be returned at customer's expense to the JanamCare Service Center for inspection. Janam will pay for return shipping to the customer via UPS Ground (or other local ground carrier), unless the customer requests and pays for premium freight. The customer will be responsible for all duties, taxes and any other charges and risks associated with the transportation.

Details of Janam's standard warranty are available at <http://www.janam.com/support/warranty-information>.

### **2. Extended Warranty Service Plans**

- a) Term of service: One year from the time of activation. Plan may be purchased at any point during the life of the product. Activation occurs 45 days after the purchase of the plan. Products that are not already covered under an existing Janam service plan may not be submitted for repair within the first 45 days of new contract activation.
- b) Coverage: The Basic Extended Warranty plan covers only defects in materials and workmanship. The Comprehensive Extended Warranty plan includes repair or replacement of any defective parts, failures due to normal wear and tear, and accidental damages that affect the functionality of the product when used as intended in the work environment, with the exception of products that have been crushed or submerged in liquid.
- c) Tier 1 and Tier 2 phone support: Live telephone support is available Monday through Friday from 8:30am to 5pm (EST in North America and GMT in Europe) to provide:
  - Support for current versions of product and Janam-unique software
  - Help in filling out case reports
  - Assistance verifying a product problem
  - Interim software updates, local patches, bypasses, and/or support documentation
- d) Repair turnaround time: Three to five business days, starting from the first full business day after receipt of the product at the JanamCare Service Center and ending on the day the product is prepared for return shipment to the End User. Repair turnaround time is a target and not a guarantee.

- e) Application reloading: At customer's request, the JanamCare Service Center can reload customer applications after repair. Customer must provide JanamCare Service Center with copies of application software and any necessary registration keys, passwords and documentation required for reloading.
- f) Repair monitoring / reporting: Customer has access to a dedicated web portal to check on the status of products submitted to the JanamCare Service Center for repair. [North America only]
- g) Shipping charges: All defective product(s) will be returned at customer's expense to the JanamCare Service Center for inspection. Janam will pay for return shipping to the customer via UPS Ground (or other local ground carrier), unless the customer requests and pays for premium freight. The customer will be responsible for all duties, taxes and any other charges and risks associated with the transportation.

### **3. JanamCare Premium Service Plan**

- a) Term of service: Two and three year plans are available (for eligible products); coverage begins at the time of purchase. Plan must be purchased within 30 days of the purchase of new product. Renewal options are available for JanamCare Premium Service Plans, which extend coverage for an additional one or two years and which must be purchased prior to the expiration of the original contract.
- b) Comprehensive Coverage: Repair or replacement of any defective parts, failures due to normal wear and tear, and accidental damages that affect the functionality of the product when used as intended in the work environment, with the exception of products that have been crushed or submerged in liquid.
- c) Tier 1 and Tier 2 phone support: Live telephone support is available Monday through Friday from 8:30am to 5pm (EST in North America and GMT in Europe) to provide:
  - Support for current versions of product and Janam-unique software
  - Help in filling out case reports
  - Assistance verifying a product problem
  - Interim software updates, local patches, bypasses, and/or support documentation
- d) Repair turnaround time: Two business days, starting from the first full business day after receipt of the product at the JanamCare Service Center and ending on the day the product is prepared for return shipment to the End User. Repair turnaround time is a target and not a guarantee.
- e) Application reloading: At customer's request, the JanamCare Service Center will reload customer applications after repair. Customer must provide JanamCare Service Center with copies of application software and any necessary registration keys, passwords and documentation required for reloading.
- f) Repair monitoring / reporting: Customer has access to a dedicated web portal to check on the status of products submitted to the JanamCare Service Center for repair. [North America only]
- g) Shipping charges: All defective product(s) will be returned at customer's expense to the JanamCare Service Center for inspection. Janam will pay for return shipping to the customer via UPS Ground (or other local ground carrier), unless the customer requests and pays for premium freight. The customer will be responsible for all duties, taxes and any other charges and risks associated with the transportation.

### **4. JanamCare Premium Plus Service Plan**

- a) Term of service: Two and three year plans are available (for eligible products); coverage begins at the time of purchase. Plan must be purchased within 30 days of the purchase of the product. Renewal options are available for JanamCare Premium Plus Service Plans, which extend coverage for an additional one or two years and which must be purchased prior to the expiration of the original contract.
- b) Comprehensive Coverage: Repair or replacement of any defective parts, failures due to normal wear and tear, and accidental damages that affect the functionality of the product when used as

intended in the work environment, with the exception of products that have been crushed or submerged in liquid.

- c) Tier 1 and Tier 2 phone support: Live telephone support is available Monday through Friday from 8:30am to 5pm (EST in North America and GMT in Europe) to provide:
  - Support for current versions of product and Janam-unique software
  - Help in filling out case reports
  - Assistance verifying a product problem
  - Interim software updates, local patches, bypasses, and/or support documentation
- d) Repair turnaround time: A "spare in the air" replacement unit is shipped to the End User the same day the Return Merchandise Authorization (RMA) is granted. Please refer to "Customer Responsibilities" below for more information on the RMA process.
- e) Application reloading: At customer's request, the JanamCare Service Center will reload customer applications after repair. Customer must provide JanamCare Service Center with copies of application software and any necessary registration keys, passwords and documentation required for reloading.
- f) Repair monitoring / reporting: Customer has access to a dedicated web portal to check on the status of products submitted to the JanamCare Service Center for repair. [North America only]
- g) Shipping charges: All defective product(s) will be returned at customer's expense to the JanamCare Service Center for inspection. Janam will pay for return shipping to the customer via UPS Ground (or other local ground carrier), unless the customer requests and pays for premium freight. The customer will be responsible for all duties, taxes and any other charges and risks associated with the transportation.

## 5. Hardware Repair Limitations and Exclusions

Coverage under any JanamCare Service Plan (including Janam Warranty) shall not include products affected by any of the circumstances listed below:

- Products that have been crushed or submerged in liquid
- Products modified, altered, repaired or serviced by anyone other than Janam or its authorized service representatives
- Product in which original factory labels affixed by Janam have been removed or altered
- Product in which the product serial number is missing or not legible
- Products returned with minor cosmetic damage which does not affect the normal operation of the unit, or where no problem is found
- Repair or replacement of accessories (e.g. batteries, cables, power supplies, etc.)

Customer may incur additional repair charges at the prevailing market rates for any of the following circumstances, which are not covered under any JanamCare Service Plan agreement:

- Repair of issues caused by natural or manmade disasters, including but not limited to power surges, fire, theft and floods that would cause internal or external component damage or destruction
- Repair of problems caused by using the device outside of the product's environmental specifications or if repaired by an unauthorized third-party
- Repair of issues caused by operator error, unauthorized alterations or attempted repair
- Troubleshooting and/or repair work performed to repair or resolve issues with products not covered or specifically listed on the service agreement
- Repair of damage caused by unsolicited testing, application programming, or system integration that is not contracted by Janam

Product covered by a Premium or Premium Service plan will not cover replacement parts for any device should the cost of the replacement part(s) exceed 50 percent of the cost of replacing the device.

Please Note:

- For HT plans, additional costs may apply should product repair exceed (1) main board and (2) LCD replacements during the term of the contract
- For XM plans, additional costs may apply should product repair exceed (1) main board and (2) LCD replacements during the term of the contract
- For XG plans, additional costs may apply should product repair exceed (2) main board replacements during the term of the contract
- For XT plans, additional costs may apply should product repair exceed (1) main board and (2) LCD replacements during the term of the contract

Where ongoing "accidental damage" is deemed by Janam to be excessive, systemic or the result of consistent product mishandling, a customer may be subject to a service audit. During this service audit, Janam reserves the right to refuse service coverage should such damage continue unabated. Customer will incur a repair charge at prevailing rates for products deemed by Janam to have been damaged through improper handling, reckless use, carelessness or neglect.

Any customer requesting excessive repair will be subject to review of its usage profile to determine if there is a systemic issue or abuse leading to higher than expected failures. Where applicable, Janam will help customer implement proper usage processes. If the customer is still found to be outside of the reasonable norm for this service, customer may be subjected to a non-renewal and/or cancellation of the service agreement. A settlement offer may be made on the product's current market value (less cost of repairs previously performed under contract) at Janam's discretion. If a refund is made, coverage under the contract becomes null and void and product(s) can no longer be placed under contract at any future date.

Coverage under Janam Warranty and Basic Extended Warranty service plans shall not include products affected by the circumstances listed below:

- Damage caused by failure to follow the proper maintenance, service, and cleaning schedule; improper use or installation; operation under conditions beyond the specified operating parameters; excessive voltage or current supplied to or drawn from the product interface connections; static electricity or electro-static discharge.
- Damage caused by other products or systems in use at the customer's premises or the use of parts or accessories not approved or supplied by Janam.
- Damage caused by natural or man-made disasters such as but not limited to fire, water damage, floods, other natural disasters, vandalism or abusive events that cause internal and external component damage or destruction of the whole unit.
- Damage or malfunctioning caused by non-restoring action such as firmware or software upgrades, software or hardware reconfigurations, etc.

If products sent to Janam have been affected by any of the circumstances listed above, the customer will incur additional charges for the necessary repairs at the prevailing rates.

Janam reserves the right to deny service contract coverage if customer fails to present a valid invoice with serial number information and date of sale as proof of purchase.

Janam offers service and support for discontinued Janam-manufactured products for five years after the date of discontinuation. This is subject to the following restrictions:

- Service and support for discontinued products is dependent on availability of parts, technology and/or processes needed in order to provide service and support of a product. Should these resources become obsolete, discontinued or unavailable, Janam may adjust this policy.
- When a product is discontinued, Premium and Premium Plus Plans are not available for sale or renewal.

Janam is not obligated to provide services for any product if customer fails to comply with the obligations contained in this service policy.

## **6. Customer Responsibilities**

- Keep a copy of the paid invoices for the hardware and the JanamCare Service Plan as proof of purchase.
- Ensure that the products are operated in accordance with the instructions provided in the respective Janam user guide and published or online specifications, and are not exposed to conditions (e.g. temperature, vibration) outside of the most current product specifications.
- Assure suitability and compatibility of products, accessories and devices not covered by the JanamCare Service Plan.
- Contact the appropriate JanamCare Service Center listed at <http://www.janam.com/support/service-centers> prior to the return of a failed product, to obtain a Return Merchandise Authorization (RMA).
- Ship defective products to the JanamCare Service Center in suitable packaging materials (Janam original packaging recommended); ensure the RMA number is clearly visible on the outside of the package on or near the shipping label; include all relevant shipping documentation with the package (e.g. customs declaration).
- If premium freight is requested for return shipment, designate a carrier shipment method and provide a current carrier account number to be billed.
- Take proper action to guarantee the integrity and backup of customer data, application software and configurations stored on the product.

## **General Terms of Service**

Janam shall be entitled, at its sole discretion, to use new or refurbished products or parts. Products that have been serviced by Janam or an authorized service partner are guaranteed to perform within the operational parameters specified by Janam. Janam warrants JanamCare repair services for 90 days. This limited warranty covers labor and parts related to the original repair only. Janam is not responsible for any loss of configurations, software applications or data stored in products returned to the JanamCare Service Center for repair.