



*Standard Warranty
and
Service Policies*

Warranty

Hardware

PPT VISION, Inc. (PPT) warrants its hardware products to be free from defects of material and workmanship for a period of eighteen (18) months for the original purchaser (Buyer). PPT's liability is limited to replacing or repairing, at its option, any defective component part of such products provided they are returned to the point of original shipment within the warranty period.

PPT will make such repairs or replace the product within five business days after receipt of the equipment at PPT if the needed parts are regularly stocked items. Other repairs or replacement may take longer if the needed parts are not regularly stocked.

Parts and labor for any covered repairs that, in PPT's judgment, require field service at the Buyer's site by PPT personnel are provided at no charge, but travel and accommodations will be billed at cost. A purchase order is required before travel may commence.

The warranty period is effective from the date of shipment. As to items repaired or replaced, the warranty will continue in effect for the remainder of the warranty period, or for ninety days following the date of shipment of the repaired or replaced part, whichever is longer. No liability is assumed for expendable items (such as lamps or fuses). No warranty is made with respect to Buyer equipment or products produced to the Buyer's specifications except as specifically stated in writing by PPT and contained in the contract.

PPT will not be liable under this warranty:

- (i) Where the goods that the Buyer alleges are defective have been repaired or altered by someone other than PPT-designated personnel or an authorized representative. (Replacement of sub-assemblies by others, with PPT's permission, is acceptable.)
- (ii) Where the Buyer fails to notify PPT of any alleged defects within the period of warranty.
- (iii) Where the Buyer fails to return defective items, freight prepaid, to PPT.

- (iv) Where equipment has been altered or damaged in such a way that PPT reasonably determines will affect the performance or reliability of the equipment.
- (v) Where the equipment has been subject to misuse, neglect, or accident.

In no event will PPT be liable for loss of profits, loss of use, or incidental or consequential damages.

PPT reserves the right to effect changes and improvements in its products without any obligation to similarly alter products previously purchased. PPT neither assumes, nor authorizes any other person to assume for it, any other liabilities in connection with the sale of the items. In no event will PPT be liable for any special, incidental, or consequential damages.

In no case are products to be returned to PPT without first obtaining a Return Material Authorization (RMA) number from PPT (see page 4).

Modifications to enhance the performance of the hardware or software are not included in this warranty.

PPT reserves the right to use new or reconditioned parts for warranty repair.

PPT will honor vendor warranties on all hardware purchased from PPT.

Third-party lenses and illumination products used with PPT's products are covered by the manufacturer's warranty, not by PPT.

Hardware Extended Warranty

A Hardware Extended Warranty can be purchased when the original PPT product is purchased. Contact PPT or your distributor for details.

Software

PPT warrants its software products to perform to its specifications as listed in PPT user's manuals for a period of eighteen (18) months. In the case of defects in the software code, PPT's liability, at its option, will be limited to one of the following:

- (a) Correct the defective code,
- (b) Provide an alternative software tool or programming method,
- (c) Provide an upgrade that will enable the product to meet the written specifications, as listed in PPT user's manuals, within a reasonable period of time.

The warranty period is effective from the date of shipment. No warranty is made with respect to products produced to the Buyer's specifications except as specifically stated in writing by PPT and contained in the contract. In no event will PPT be liable for loss of profits, loss of use, or incidental or consequential damages. Lost or damaged software disks can be replaced for a nominal fee.

This warranty is expressed in lieu of all other warranties—express, implied, or statutory—including the implied warranty of fitness for a particular purpose or merchantability, and of all other liabilities or obligations on PPT's part.

PPT reserves the right to effect changes and improvements in its products without any obligation to similarly alter products previously purchased. PPT neither assumes, nor authorizes any other person to assume for it, any other liabilities in connection with the sale of the items, and in no event will PPT be liable for any special, incidental, or consequential damages. Third-party software distributed by PPT, for example the Windows[®] operating system, is sold under the terms and conditions of the original manufacturer's warranty.

Minor hardware modifications that are needed for new software upgrades to function are made at no charge when the new software is installed. These modifications will be limited to socket chip or firmware changes. Additional memory, new boards, processor upgrades or other modifications that are needed for the new software upgrade to function are not included and will be charged for separately. If the hardware needs to be modified at PPT's facilities, it must be returned to PPT for the modification following the guidelines stated in the "Return Procedure Policy" section of this document. PPT will make the necessary modifications within five business days after receipt of the equipment at PPT.

Service Policies

Factory Service Policy

PPT will maintain a facility for the repair of items covered under these warranties. All out-of-warranty repairs will be accomplished as promptly as possible. Contact PPT for current labor and shipping charges. A minimum charge will apply.

PPT highly recommends that Buyers maintain a spare parts inventory of critical components or a complete "hot spare" system to be used for training and for replacement of systems being repaired.

Emergency Field Service Policy

PPT offers Emergency Field Service for its supported products, whether they are in warranty or not. A purchase order is required before work or travel may commence. (Emergency Field Service is considered service provided with forty-eight (48) hours or less advance notice.)

All charges are based on a regular eight-hour workday with a minimum labor charge of one-half (1/2) day on all service calls. Please contact PPT for current Emergency Field Service rates.

Return Procedure Policy

Products to be returned must first be assigned a Return Material Authorization (RMA) number by the PPT service department. Requests for an RMA number can be made in writing or by phone during normal business hours. Include a description of the malfunction, the serial and model numbers of the items being returned, a return address, and a telephone number of a technical contact. Any items sent to PPT will be refused receipt if an RMA number has not been issued. Charges for shipping to PPT are the Buyer's responsibility, and in no event will C.O.D. shipments be accepted.

Carefully package the product or components and ship them **prepaid** to PPT. PPT will not accept responsibility for loss or damage in transit. The RMA number should be clearly visible on the outside of the package.

Upon completion of the services requested, an invoice will be issued stating charges (when applicable), time required, and work completed. A copy will be enclosed in the return shipment and additional copies will be forwarded to the Buyer as required.

PPT will prepay warranty return shipment via surface carrier for all continental USA returns or via standard air carrier for international returns. For continental USA or international returns requested via express service, shipping costs will be shipped "Air Collect," invoiced, or billed to the Buyer's account with the shipper. PPT will not be responsible for any customs fees, taxes, or VAT that may be incurred for international shipments. All out-of-warranty return shipments will be invoiced.

Exchange Policy

In the event of a product malfunction, an exchange will be considered for an item that is under warranty. The item must be returned to PPT within thirty (30) days of the original shipment date, in its original condition, or the Buyer will be invoiced for the full cost of the replacement. There will be a fee for exchanges based on the listed retail price of the item. There will be no exchanges for out-of-warranty items. Please contact PPT for an RMA number if you have an item to exchange (see page 4).



Warranty Registration

To activate your warranty, complete this form and return it to PPT

eMail: support@pptvision.com

Fax: 952.996.9501

Mail: PPT VISION, 6301 W Old Shakopee Rd, Ste A, Minneapolis, MN 55438-2693 USA

Thank you for choosing a PPT vision system

Name _____ Title _____

Company _____ Address _____

Phone _____ Email _____

*Model _____ **Impact Software Version _____

*Serial _____ Comments _____

* Model and serial numbers are on the unit.

** See Info in Impact software for version numbers.

