

STANDARD LIMITED WARRANTY TERMS

MODEL	WARRANTY PERIOD	MODEL	WARRANTY PERIOD	MODEL	WARRANTY PERIOD
STEALTH-M1	36 MONTHS	STEALTH-M2	36 MONTHS	STEALTH-M5	36 MONTHS
STEALTH-M7	36 MONTHS	ASTERIX-X5	36 MONTHS	CYPRUS	36 MONTHS
STEALTH II	36 MONTHS	S-LINE	36 MONTHS	DASH-T2	12 MONTHS
DASH-T3	12 MONTHS	S-LINE II	36 MONTHS	ST3	36 MONTHS
CT15M*	36 MONTHS	DASH-T3PLUS	12 MONTHS	CT18M*	36 MONTHS
CT22M*	36 MONTHS	CT17	36 MONTHS	Mobile Station	12 MONTHS
CT16	36 MONTHS	CT24M*	36 MONTHS	mBay Charger	12 MONTHS
Telemate Series	12 MONTHS	Passport	12 MONTHS	IPort	12 MONTHS
All Keyboards	12 MONTHS	All Mouse	12 MONTHS	All Batteries	12 MONTHS

*System units carry 36 Months warranty; their associated Batteries have 12 Months warranty period.

SHOULD ANY HARDWARE MODEL LISTED (“PRODUCTS”) SUPPLIED BY PIONEER SOLUTION, INC. (“PIONEER”) PROVE DEFECTIVE UNDER NORMAL USE, AND BY REASON OF IMPROPER WORKMANSHIP OR MATERIAL AS DETERMINED BY PIONEER WITHIN THE WARRANTY PERIOD FROM THE DATE OF ORIGINAL INVOICE FROM PIONEER, PIONEER WILL, AT ITS SOLE OPTION, REPAIR OR REPLACE THE PRODUCTS (HARDWARE ONLY) IN ACCORDANCE WITH PIONEER’S STANDARD TERMS AND CONDITIONS OF SALE AND RMA (RETURNED MERCHANDISE AUTHORIZATION) POLICY. PIONEER RESERVES THE RIGHT TO AMEND, CHANGE OR OTHERWISE MODIFY ITS STANDARD TERMS AND CONDITIONS OF SALE AND RMA POLICY. THIS WARRANTY STATEMENT DOES NOT COVER OR APPLY TO ADDITIONAL PERIPHERALS OR DEVICES THAT ARE ATTACHED TO THE PRODUCTS, SUCH AS CD-RW DRIVE, DVD DRIVE, MEDIA READER, USB WIRELESS NETWORK, USB HUB, BARCODE LASER SCANNER, PRINTER, OR RECEIPT PRINTER.

EXCEPT AS SET FORTH HEREIN, PIONEER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES; PIONEER DISCLAIMS ANY AND ALL WARRANTIES AND REPRESENTATIONS OTHER THAN THOSE EXPLICITLY SPECIFIED IN THIS CONTRACT; ANY WARRANTIES, IF SEPARATELY PROVIDED IN WRITING, ARE EXTENDED ONLY TO THE ORIGINAL CUSTOMER WHOSE NAME IS SHOWN ON THIS INVOICE/CONTRACT BY PIONEER; WARRANTIES DO NOT COVER PRODUCTS DAMAGED BY ACCIDENT, IMPROPER INSTALLATION, MISUSE, WEATHER CONDITIONS, LIGHTNING, POWER SUPPLY OR SOURCE, FIRE, WATER, OR ANY ACTS OF NATURE OR GOD, OR PRODUCTS THAT ARE ALTERED OR REPAIRED BY ANYONE NOT AUTHORIZED BY PIONEER; PIONEER SHALL NOT BE OBLIGATED TO PROVIDE ANY WARRANTY SERVICE OR OBLIGATIONS UNLESS CUSTOMER HAS PAID ITS INVOICES IN FULL UNDER THIS OR ANY OTHER INVOICE.

CUSTOMER’S SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AT PIONEER’S SOLE DISCRETION. IN NO EVENT SHALL PIONEER BE LIABLE FOR ANY LOSS OF USE, REVENUES, OR ANTICIPATORY PROFIT, OR FOR ANY DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR CONNECTED WITH THE SALE, USE, OPERATION, OR INABILITY TO USE PRODUCTS PURCHASED FROM PIONEER. TO THE EXTENT PERMITTED BY LAW, PIONEER MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. IN NO EVENT SHALL PIONEER’S LIABILITY EXCEED THE AMOUNT OF THE PARTICULAR DEFECTIVE PRODUCT CHARGED BY PIONEER.

STANDARD TECHNICAL SUPPORT TERMS AND CONDITIONS

PIONEER TECHNICAL SUPPORT BY PHONE OR E-MAIL CAN ONLY PROVIDE SUPPORT FOR THE FOLLOWING:

- System bootup issues, bluescreen, lockup/freeze, no boot.
- Windows corruption
- System devices/hardware issues - network adapter, wifi adapter, serial ports issues.
- Factory/custom image restoration
- Touchscreen issue/calibration
- Second LCD display setup
- Second touchscreen setup
- Pioneer peripherals (card reader, printer, scanner) setup/troubleshoot

UNRESOLVED ISSUES CAN BE ESCALATED TO A HIGHER LEVEL; HOWEVER, SUPPORT FOR THE FOLLOWING ARE NOT PROVIDED BY PIONEER AT ANY LEVEL.

- Windows setting personalization (e.g., kiosk mode setup, browser shortcut, homepage setup)
- Reset password on locked Windows
- Reset lock on bios / SSD encryption
- 3rd party software setup/troubleshoot (e.g., PCC setup)
- Data Encryption / TPM setup
- Fingerprint reader software integration/setup
- Issues related to peripherals not sold by Pioneer