

# NX10 Workstation Warranty

## Artromick Mobile Computing Solutions

This comprehensive plan is included with the purchase of every Artromick NX10 Workstation, is limited to the original owner, and is non-transferable. Artromick Mobile Computing NX10 Workstations (the "Product") are warranted to be free from defects in material and workmanship and to be in substantial compliance with operational features of Artromick's published specifications at the time of sale. This limited warranty shall continue for a period of one (1) year on any electronic or lock system component and five (5) years on all other product parts and components. Individual locks and batteries are excluded from this warranty. Artromick will administer a pass-through of the battery manufacturer's warranty. Please contact Artromick for details. The Artromick NX10 Workstation Warranty does not cover damage or operational malfunction of the product caused by accident, misuse, neglect, product modification, failure to follow proper use instructions, unauthorized repair attempts, or by the integration or addition of peripheral components including power management systems. Add-on components originating from a non-Artromick source vendor will be covered by the original manufacturers expressed warranty. Artromick makes no warranty that the operation of the Artromick NX10 Workstation drawer lock (if applicable) system will be uninterrupted or error free.

Repair, or at Artromick's option, replacement of defective parts, accessories or firmware that are part of the product shall be the sole and exclusive remedy under this warranty, and all other remedies including without limitation consequential damages and incidental damages, are hereby excluded. Any labor repair cost associated with such repairs is not covered by this warranty and will be invoiced at then current rates. In-warranty repair or replacement parts are warranted only for the non-expired portion of the original warranty period.

All warranty repair or replacement of parts shall be limited to Product malfunctions which are, as determined by Artromick, due and traceable to defects in original material or workmanship. All obligations of Artromick under warranty shall cease in the event of abuse, accident, alteration, misuse or neglect of the Product, including but not limited to user modification of the operating environment specified by Artromick and user modification of firmware or other software.

Artromick's warranty shall not apply to the extent that malfunction is caused in Artromick's reasonable opinion by (i) accident, abuse, alteration, misuse or neglect, (ii) failure to use the Product under normal operating conditions or environment, or within Artromick specified ratings, or according to any operating instructions provided by Artromick, (iii) lack of routine care or maintenance as indicated in any operating or maintenance instructions, (iv) failure to use or take any proper precautions under the circumstances, or (v) user modification of any Product including, without limitation to, any firmware.

**THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF AND EXCLUDES ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, USE, OR APPLICATION.**

*Effective date June of 2009, r1*



# Technology Hardware & Components

## Mobile Computing Warranty Provisions

### Artromick Varia All-in-One Warranty

With respect to Artromick Varia All-in-One computing hardware and related components, Artromick provides administration of the manufacturer's warranty and pass-through of the manufacturer's warranty terms and conditions. Please see Artromick Varia Warranty for details.

### Artromick Third-Party Hardware Components Pass-Through Warranty

With respect to mobile computing hardware and related components sold by Artromick as part of the standard product configuration, Artromick provides a manufacturer's pass-through warranty for hardware and components acquired from or through a third-party manufacturer or distributor and resold to the Customer. The warranty is administered by Artromick and begins on the date that the Equipment is delivered to the customer. This warranty covers all hardware parts and materials except consumables (i.e. batteries). Artromick will administer a pass-through of the battery manufacturer's warranty. Please contact Artromick for details. Artromick does not warrant original product availability, technical compatibility, specifications or third party manufacturer schedule related to product end-of-life and continued market availability.

Warranty on third party hardware components is limited to the repair or replacement, at Artromick's discretion, of any failed parts. Artromick is not responsible for third-party manufacturer modifications in original product specifications or product changes made during warranty period. No warranty is made for the data stored on or accessed by the Product. Repairs or replacement will be completed within approximately 30-days of receipt. Artromick may, at our sole discretion, provide options for repair if this is judged to be more cost-effective and convenient. All warranty claims should be reported by calling 800 848 6462. Artromick will discern a course of remedy and/or will provide the Customer with a return authorization number and instructions for return of the product or its constituent parts for repair.

All warranty charges will be presented to the Customer for review and approval prior to Artromick authorizing and commencing repairs. The cost of shipping for warranty remedies will be borne exclusively by the customer. Repairs resulting from unusual circumstances or user-inflicted damage are not covered under this warranty and will be invoiced separately at the current component or hourly labor rate. Such circumstances include, but are not limited to:

- fluid spills or other contamination;
- external conditions, including (but not limited to) cabling, power and environment;
  - lightning, floods and other natural or man-made disasters;
  - improper and/or unauthorized maintenance, services performed by a non-certified service provider, or the use of sub-standard parts or accessories;
- customization, adding or removing parts and accessories, or other modifications not authorized by Artromick.

User-serviceable replacement parts include but are not limited to keyboard, mouse, USB hub, computing equipment and peripherals, drawers, bins, labels, dividers, battery, baskets, casters and locking components. Replacement parts subject to manufacturers' availability. Artromick makes no guarantee of identical replacement parts, but will make every effort to support equal or substantially common replacement parts if original model becomes unavailable.

### Artromick Computing Hardware Procurement Services Warranty

Artromick may provide procurement services for computing hardware and related components not offered by Artromick as standard products and acquired from a third-party manufacturer or distributor and resold to the Customer. Artromick provides no administration or pass-through of related warranty terms and conditions for these products. Functionality, technical compatibility, performance, support and fulfillment of warranty terms and conditions of computing hardware and related components procured by Artromick and resold to the Customer are the sole responsibility of the Customer. Artromick does not warrant original product availability, technical compatibility, specifications or third party manufacturer schedule related to product end-of-life and continued market availability.

THE FOREGOING WARRANTY WITH RESPECT TO PRODUCTS IS IN LIEU OF, AND EXCLUDES ALL OTHER, EXPRESS OR IMPLIED PRODUCT WARRANTIES, INCLUDING (BUT NOT LIMITED TO) WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ARTROMICK SHALL IN NO EVENT BE HELD LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE, LOSS OF DATA, PROPERTY DAMAGE OR PERSONAL INJURY RESULTING FROM BREACH OF THIS WARRANTY.