

RTMS Standard 3 Year Product Warranty

IMAGE SENSING SYSTEMS PRODUCTS COVERED UNDER THIS WARRANTY INCLUDE: RTMS Echo, RTMS Sx-300, Sx-300 TCP, Sx-300 SSP, and Sx-300 HDCAM.

WARRANTY

Image Sensing Systems, Inc. (Image Sensing Systems) warrants the products listed to the original purchasing agency (Purchaser) for a period of three (3) years from date of shipment, to be free from defects in material or workmanship and to be of the kind and quality designated or specified in the RTMS Sx-300 or Echo Specification document on the date of manufacture. Image Sensing Systems is not responsible for damage caused by negligence, acts of God, electrical power inconsistency nor use of equipment in a manner not originally intended. If the equipment delivered hereunder does not meet the above warranty, and if the Purchaser promptly notifies Image Sensing Systems, Image Sensing Systems shall there upon correct any defect, including non-conformance with specifications, either (at its option) by repairing any defective or damaged parts of the equipment. The liability of Image Sensing Systems under this warranty, for any loss or damage to the equipment whether the claim is based on contract or negligence, shall not in any case exceed the cost of correcting defects in the equipment as herein provided and, upon the expiration of the warranty period, all such liability shall terminate. The foregoing shall constitute the exclusive remedy of the Purchaser and the exclusive liability of Image Sensing Systems. THE EXPRESS WARRANTY SET FORTH IS A LIMITED WARRANTY AND IS THE ONLY WARRANTY MADE BY IMAGESENSING SYSTEMS. IMAGESENSING SYSTEMS MAKES AND PURCHASER RECEIVES NO OTHER EXPRESS WARRANTY AND NO IMPLIED WARRANTIES. ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED. THE STATED EXPRESS WARRANTY IS IN LIEU OF ALL LIABILITIES OR OBLIGATIONS OF IMAGE SENSING SYSTEMS FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SALE, DELIVERY, OPERATION OR USE OF THE GOODS. The warranties set forth herein shall be void if the goods have been (1) repaired or altered outside of Image Sensing Systems' facilities, (2) subjected to misuse, negligence, accidents, or operated in other than normal and proper use and service or, (3) connected, installed or adjusted in a manner not in accordance with Image Sensing Systems' instructions and test specifications. This warranty does not extend to products not manufactured by Image Sensing Systems. Image Sensing Systems has the sole right to determine whether or not an item is covered under the warranty policy.

When making a warranty claim with Image Sensing Systems, the following steps should be taken:

- Obtain a Return Authorization (RA) number and an RA form by sending an email request to service@imagesensing.com
- Pack in original (or equivalent) shipping container
- List the RA number on packing sheet inside shipping container
- Place a hard copy of the completed RA form along with the unit(s) being repaired in the shipping container – ensure that the RA number is listed on the form
- Insure the package (or assume the risk of loss/damage during shipment)
- Ship to service location provided by Image Sensing Systems