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## Limited Warranty (Effective February 1, 2024)

PDi Communication Systems, Inc., ("PDi") warrants, to the original purchaser only, that the products listed below will be free from defects in materials and workmanship, under normal use, as shown here:

- A-Series Large-screen Healthcare TV Displays, 3- year limited warranty from date of original purchase.
- Arm-mounted Personal Healthcare TVs and medTAB TV-tablets, 3-year limited warranty from date of original purchase.
- SW-Series Large-screen Healthcare TV Displays, 2-year limited warranty from date of original purchase.
- 1400-Series arms with 5/8" (0.625 inch) base pin, 500-Series arms with 5/8" (0.625 inch) base pin, 1000-Series arms with 5/8" (0.625 inch) base pin, 7-year limited warranty from date of original purchase (does not apply to cables within the arm).
- All other PDi arms not stated above, 3-year limited warranty from date of original purchase (does not apply to cables within the arm).
- Non-TV PDi products not listed above, 3-year limited warranty from date of original purchase.

PDi will repair or replace goods returned to its Springboro, Ohio location, at its discretion, the whole or any component part of any product manufactured by PDi and found by PDi to be defective in materials or workmanship. PDi may exchange the product for the same model or a model similar in form and function, new or reconditioned.

Product must be shipped to the PDi factory in Springboro, Ohio. All shipments shall be F.O.B. Springboro, Ohio, and all shipping and freight charges to PDi's factory shall be paid by the customer. Return shipping will be covered by PDi.

For information regarding this warranty, please contact PDi COMMUNICATION SYSTEMS at 40 Greenwood Lane, Springboro, Ohio 45066 or phone 800-628-9870 and ask for PDi ProServices team.

This warranty gives specific legal rights and you may also have other rights which vary from state to state.

### Exclusions from Warranty

- Products damaged by any catastrophe, accident, or from neglect, misuse, fault, improper assembly, improper maintenance, inadequate return packaging, or negligence by the customer or any third party. They will be treated as out of warranty for external cause to the Products, such as, but not limited to, failure of or faulty electric power, air conditioning, operator error, failure or malfunction of any data communications system. Such conditions will be determined by PDi at its sole unfettered discretion.
- Defacing of product, revision control and PDi labeling (label alterations, serial number missing, serial number no longer discernible and serial number invalid). All serial numbers are recorded and tracked for warranty purposes.
- Any failures caused by the repair of and/or use of parts that do not meet specifications for PDi products. This includes any damage resulting from that repair to other components.
- Damage to or loss of any programs, data, or removable storage media.
- Damage incurred during installation, relocation or removal of the Products or any accessories, apparatus, attachments or other devices.
- Normal wear, including normal wear of cables in PDi arms. Cables in PDi arms have a 90-day limited warranty.
- Damage by shipping carrier.
- Incompatibility issues.
- Damages of any kind including, but not limited to, direct or indirect damages, lost profits, lost saving, or other special incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise, or whether arising out of the use of or inability to use the product, even if PDi or any distributor, dealer, or authorized service provider has been advised of the possibility of such damages, or any claim by any other party
- Damage caused by any software or application not installed at the factory.
- Customized products may not be covered in part or in total. Please contact PDi for details.

PDi's liability under this warranty is limited to repair or replacement of defective products and parts as provided above. PDi shall not be liable for incidental or consequential damages.\*

The warranty contained herein is in lieu of all other expressed or implied warranties, including any implied warranty of merchantability or fitness for any particular purpose. PDi neither assumes nor authorizes any person to assume, on its behalf, any other obligation or liability.

Products not manufactured by PDi are covered the manufacturer's warranty and subject to it's limitations.

\*Some states do not allow the exclusion of limitation of incidental or consequential damages or a disclaimer of warranties implied by law, so the above limitation or exclusion may not apply.

PDi reserves the right to change this policy without advance notice.

