

## **LIMITED WARRANTY STATEMENT**

Pradotec Sales & Service Sdn. Bhd. ("PSSSB") warrants that the product included in the sales package ("the Product") is free from defects in material and workmanship that result in product failure during normal usage, according to the following terms and conditions:

1. The limited warranty starts from the shipment date of the product to the first end-user purchaser ("Customer"). If the Product comprise of different parts, the different parts may be covered by different warranty period(s). The warranty period(s) are:-
  - a. Two (2) years for hardware and devices manufactured by Pradotec; If or unless specific warranty period varies from the standard warranty period stated in this document; warranty period information to be referred to the sales document (quotation and offer agreement) provided in the time period;
  - b. Six (6) months for battery;
  - c. Three (3) months for coin cell battery;
2. All parts, maintenance kits, options kits, spares kits, and accessories are warranted to be free of defects in material and workmanship for one (1) months (except where otherwise denoted) from shipment date. This warranty becomes void if the item is modified, improperly installed or used, or damaged by accident or neglect.
3. The warranty is valid only if original proof of purchase issued to the original purchaser for the product, specifying the purchase date is presented with the Product to be repaired or replaced.
4. The limited warranty extends only to the Customer who first purchased the Product and is not assignable or transferable to any subsequent purchaser/end-user.
5. If the Product was purchased from a Product Developer or Dealer or Reseller or distributor, the Customer shall return it to Product Developer, the Dealer or Reseller or Distributor from whom it was purchased, should the Product need any warranty service.
6. During the limited warranty period, PSSSB will repair, or replace, at PSSSB's sole option, any defective parts, or any parts that will not properly operate for their intended use with new or refurbished replacement items if such repair or replacement is needed because of product malfunction or failure during normal usage. No charge will be made to the Customer for any such parts. PSSSB will also pay for the labour charges incurred by PSSSB in repairing or replacing the defective parts. The limited warranty does not cover any cosmetic defects. PSSSB shall not be liable for any other losses or damages. These remedies are the Customer's exclusive remedies for breach of warranty. To the extent permitted by applicable law, the warranty period will not be extended or renewed or otherwise affected due to the subsequent resale, repair or replacement of the Product. The repaired part will be warranted for the remainder of the original warranty period or for one (1) months from the date of repair, whichever is longer.
7. PSSSB reserves the right to elect refund, instead of repair or replacement, of the price paid by the Customer for the Product less a reasonable amount for usage or depreciation, as the case may be.
8. Upon request from PSSSB, the Customer must prove the date of the original purchase of the Product by a dated bill of sale or dated itemized receipt.
9. The Customer shall bear the cost of shipping the Product to and from Pradotec, and other incidental charges that may incur in the course of the freight and delivery.
10. The Customer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:
  - a. The Product has been subjected to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, extreme thermal or environment or rapid changes in such conditions, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, operated outside the product or

- component specifications or other acts which are not the fault of PSSSB, including damage caused by shipping, or unauthorized service or parts, or the Product has been used in combination with other spare parts or products by other manufacturers or suppliers. Any warranty applicable to product, accessories, software and/or service, not produced, supplied or authorized by PSSSB or non- PSSSB brand, is provided by the original manufacturer.
- b. The Product has been damaged from external causes such as but not limited to collision with an object, defects caused by rough handling, or from fire, flooding, sand, dirt, windstorm, lightning, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or internet viruses, bugs, worms, Trojan Horses, cancel-bots or damage caused by the connection to other products not recommended for interconnection by PSSSB.
  - c. The Product serial number plate or the enhancement data code has been removed, defaced or altered.
  - d. The Product tamper seal(s) has been damaged.
  - e. The defect or damage was caused by third party software problems introduced into the Product.
  - f. User manuals or any third party software, settings, content, data or links, whether included/downloaded in the Product, whether included during installment or assembly, shipping or at any time in the delivery chain or otherwise and in any way acquired by the Customer. The Product has minor imperfections within design specification or that do not materially alter functionality.
  - g. Damages caused by usage that is not in accordance with product instructions, failure to follow product instructions (e.g. as set out in the Product's user guide) or failure to perform preventive maintenance. Damages caused by the combination of PSSSB Products with other non- PSSSB products, accessories, parts or components.
  - h. Software, including the operating system and software added to the Customer's product through PSSSB factory integration system, third-party software, or the reloading of software.
  - i. Any equipment or components that were not included in Customer's product as originally sold to Customer.
  - j. Normal wear and tear.
  - k. Cosmetic damage that does not affect functionality.
11. To the extent permissible by law, PSSSB does not warrant uninterrupted or error-free operation of the Product will work with the Customer's requirements, will work with any hardware or software applications provided by a third party or that any defects in the software are correctable or will be corrected.
  12. The Customer shall make back-up copies or written records of all important content and data stored whilst using the Product, because content and data may be lost during repair or replacement of the Product. To the extent permitted by applicable law(s), PSSSB shall not under any circumstances be liable, either expressly or impliedly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of content or data during repair or replacement of the Product.
  13. All parts of the Product or other equipment that PSSSB has replaced shall become the property of PSSSB.
  14. If a problem develops during the limited warranty period, the Customer shall take the following step-by-step procedure:
    - a. The Customer shall return the Product to the place of purchase for repair or replacement processing.
    - b. The Customer shall include a return address, daytime phone number and/or fax number, complete description of the problem, proof of purchase (if

- requested) and service agreement (if applicable). Expenses related to removing the Product from an installation are not covered under this limited warranty.
- c. The Customer will be billed for any parts or labor charges not covered by this limited warranty. The Customer will be responsible for any expenses related to reinstallation of the Product.
  - d. PSSSB will repair the Product under the limited warranty within 30 days after receipt of the Product. If PSSSB cannot perform repairs covered under this limited warranty within 30 days, or after a reasonable number of attempts to repair the same defect, PSSSB at its option, will provide a replacement Product or replace the Products with products of identical type. If the Product is returned during the limited warranty period, but the problem with the Product is not covered under the terms and conditions of this limited warranty, the Customer will be notified and given an estimate of the charges. The Customer must pay to have the Product repaired, with all shipping charges billed to the Customer. If the estimate is refused, the Product will be returned and freight collected. If the Product is returned after the expiration of the limited warranty period, PSSSB 's normal service policies shall apply which is chargeable and the Customer will be responsible for all shipping charges.
15. PSSSB'S MAXIMUM LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE PRICE PAID FOR THE PRODUCT. TO THE EXTENT PERMITTED BY APPLICABLE LAW(S) ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR PARTICULAR PURPOSE OR USE, SHALL BE LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY. OTHERWISE, THE FOREGOING LIMITED WARRANTY IS THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY APPLICABLE LAW(S) PSSSB SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, PUNITIVE OR INDIRECT LOSS OR DAMAGE OR CONSEQUENTIAL OR SPECIAL DAMAGES, HOWSOEVER CAUSED, INCLUDING BUT NOT LIMITED TO LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA, PUNITIVE DAMAGES, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT OR FUNCTIONALITY, LOSS OF CONTRACTS, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, INCREASED COST OR EXPENSES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF PRADOTEC KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. PRADOTEC SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS BEING REPAIRED.
16. This is the entire warranty between Pradotec and the Customer, and supersedes all prior and contemporaneous agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein shall modify these terms. If any term of this Limited Warranty is illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or impaired. This Limited Warranty shall be interpreted according to Malaysian law.

Questions concerning this limited warranty may be directed to:

Pradotec Sales & Services Sdn. Bhd. (1131428-W)  
Bukit Jalil City Signature Shop-Office N1-2,  
Pusat Perdagangan Bandar, Persiaran Jalil 3,  
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