VANTAGE LIMITED WARRANTY 2.7.15
2015 February

1. Vantage warrants each product that it sells against defects in material or workmanship for a full five (5) years from the date of purchase from Vantage, under the terms and conditions of this limited warranty, and subject to the exceptions provided below:
   a. Q-Series products are warranted for a full two (2) years from the date of purchase from Vantage against defects in material or workmanship;
   b. Handheld touchscreen units (other than displays and display overlay components) are warranted for a period of twelve (12) months from the date of purchase from Vantage;
   c. In-wall touchscreen units and Equinox products (other than displays, display overlay components, and LCD backlights) are warranted for a period of three (3) years from the date of purchase from Vantage;
   d. Touchscreen displays (displays must have more than one pixel out within a square inch to qualify for warranty coverage), touchscreen display overlay components, LCD backlights, batteries, custom products, and products sold by Vantage but manufactured by other parties as identified in the literature accompanying such product, are warranted for a period of ninety (90) days from date of purchase from Vantage;
   e. Audio/Video and Comfort product line (other than thermostat interfaces which, for clarity, are covered for five (5) years) are warranted for a period of two (2) years from the date of purchase from Vantage;
   f. External power supplies, disk drives, and other rotating and mechanical parts are warranted for a period of six (6) months from date of purchase from Vantage;
   g. NuVo product sold by Vantage is covered under NuVo warranty and serviced by NuVo (See link to warranty page below).

http://www.legrand.us/support/nuvo/contact-warranties.aspx

Software products are not covered by this limited warranty. Warranties for software products, if any, are set forth in the applicable software license agreement accompanying such products.

2. This limited warranty applies only to products that are purchased directly from authorized Vantage vendors, installers, dealers, or representatives and that are installed by such authorized parties in accordance with Vantage installation instructions, product specifications, and applicable construction codes and safety standards. Vantage products and solutions are designed to operate in conjunction with the standard residential electrical or mechanical systems (“Standard Systems”) that are part of the building infrastructure. Vantage products and solutions are not intended to provide a safety function to these Standard Systems or to replace the standard safety features provided in these Standard Systems by their manufacturer. Warranty support or claim requests must be submitted through the Vantage dealer/distributor of record. Warranty support will be provided by such dealer/distributor in accordance with this Vantage Limited Warranty and the policies of such dealer/distributor.

3. Vantage products are warranted for normal use, and this limited warranty does not cover and shall be void if any of the following applies: (i) product has been used in any application other than that for which it was originally intended, (ii) product has been subjected to misuse, accidental damage, modification, improper installation, use of incorrect line voltage, fuses or circuit breakers, over current, or problems outside of Vantage’s control including, but not limited to, natural disasters such as lightning, flooding, tornado, earthquake, or hurricane, (iii) product has been modified, repaired, or serviced by anyone other than Vantage factory authorized personnel or trained factory international distributor, (iv) any product problems caused by accessories, parts, or components not supplied by Vantage, (v) product has had its serial number altered, defaced or removed.

4. Pursuant to this limited warranty, Vantage will, at its option, (i) repair the product using new or refurbished parts or (ii) replace the product with a new or refurbished product. Additional terms and conditions applicable to returns for repair are set forth in Addendum A: Product Warranty Return / Return and Repair Policy (“Addendum A”). In the event of a defect, these are the exclusive remedies.

5. Repaired or replaced equipment and parts shall be covered only through the unexpired portion of the original warranty period for such equipment or parts.

6. Labor is not covered under this limited warranty, including labor to uninstall or replace defective product. Owners of Vantage products should consult with their authorized vendor, installer, dealer, or representative regarding additional warranties, if any, offered by such party, including any warranties for labor. Representations made by and terms and conditions offered by such third parties are not representations of or terms and conditions applicable to Vantage, and owners of Vantage products agree that Vantage is not responsible or liable therefor and to look exclusively to such third parties for compliance with any such representations, terms, and conditions.

7. VANTAGE IS NOT LIABLE FOR ANY DAMAGES CAUSED BY ITS PRODUCTS OR BY THE FAILURE OF PRODUCTS TO PERFORM, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST SAVINGS, INDIRECT DAMAGES, INCIDENTAL DAMAGES, OR CONSEQUENTIAL DAMAGES. Vantage’s liability with regard to any claim in connection with its product shall never exceed the purchase price of the product. The above limitations of liability apply whether damages are sought, or a claim is made, under this limited warranty or as a tort claim (including under any theory of negligence or strict liability), a contract claim, or any other claim. These limitations of liability will be effective even if Vantage or a certified representative of Vantage has been advised of the possibility of such damages.

8. EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, VANTAGE MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, NOR AUTHORIZES ANY OTHER PARTY TO OFFER ANY OTHER WARRANTY ON BEHALF OF VANTAGE, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OF NON-INFRINGEMENT. VANTAGE EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. No Vantage employee, vendor, installer, dealer, or representative is authorized to make any modifications or additions to this limited warranty, except by a document executed by an authorized Vantage corporate officer. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. This limited warranty supersedes all previous warranties. Some states do not allow exclusions or limitations of damages, so the above exclusions and limitations may not apply to you. This limited warranty gives you specific legal rights and you may have other rights which vary from state to state.

9. To obtain warranty service, consult Addendum A and contact your Vantage vendor, installer, dealer, or representative within the applicable warranty period. This warranty does not apply to any claims made after the applicable warranty period.

10. The law of the State of Utah, USA, without regard to its conflict-of-laws principles, governs the legal effect, meaning, construction and interpretation of this limited warranty.

Addendum A
Product Warranty Return / Return and Repair Policy – 2015 July

In-Warranty
Product failure covered by the Vantage Limited Warranty shall be covered there under during the applicable warranty period and may be eligible for “in warranty” exchange or repair. In the event of product failure for reasons or causes not covered by the warranty, “in warranty” exchange or replacement will not be possible. In the event of product failure for an unknown reason or cause, Vantage may, at its sole discretion, elect to permit the product to be mailed at dealer/distributor/customer’s expense to the Vantage factory by issuing a Return Merchandise Authorization (RMA), following which a final determination of cause of failure shall be made by Vantage factory upon receipt of product. Vantage will inform the dealer/distributor of its determination regarding the cause of failure and whether or not such failure is covered under the Vantage Limited Warranty. Any such determination shall be final.

Prior to qualifying for in-warranty exchange, dealer/distributor must contact Vantage Technical Support to determine potential remedies to resolve product problems. If Vantage Technical Support deems a product needs to be repaired or replaced, an RMA will be issued. Vantage may elect, in its sole discretion, to issue an advanced replacement (delivery of a replacement product ahead of receipt of the claimed defective product). If advanced replacement is not elected by Vantage, replacement product will not be sent prior to receipt of defective product returned for warranty repair. Certain product categories do not qualify for advanced replacement including, without limitation, touchscreens and audio and video products.

Advanced replacements are warranted for the remainder of the warranty applying to the original purchased product.

Products for which advanced replacement or new product is not available will, if still under warranty, be repaired and returned to the dealer/distributor. The warranty period for such repaired and returned products shall be the remaining original warranty period.

If Vantage, in its sole discretion, finds a product to be out of warranty for any reason, then it will be designated a “Non-Warranty” item. Non-Warranty items repaired by Vantage will be covered under a separate warranty for a period of ninety (90) days.

At the time an RMA is created, if Vantage elects to replace the product, an order for a replacement product is also created. Replacement product shall be shipped based on the dealer/distributor’s current credit status. Advanced replacements will be charged against the dealer/distributor’s account awaiting credit upon receipt and evaluation of the defective product for warranty coverage. Returned product that is a Non-Warranty item will void the credit for the advanced replacement.

If the dealer/distributor has credit terms with Vantage that have not been exceeded, the replacement product will be shipped against the dealer/distributor account. The RMA product must be returned within 30 days of the date the RMA is issued to qualify for full credit if the returned product is determined to have failed due to a manufacturing defect. If the product is returned after 30 days and before 60 days, the product will be charged a 15% late fee. Products returned after 60 days will not be accepted for warranty credit and may not be returned to dealer/distributor. Delinquent return of RMA products or non-payment of replacement product will adversely affect dealer/distributor credit terms.

Vantage shall pay 2-day delivery freight charges on replacement products. Vantage shall also pay for freight charges returning to the factory, provided the dealer/distributor uses the call tags that ship with the advanced replacement. The dealer/distributor shall be charged the difference in freight fees if faster shipment is required.

In the event of a Non-Warranty item, Vantage will contact the dealer/distributor to inform whether or not the product can be repaired and how much the cost will be. The dealer/distributor must respond within 10 days with (i) approval for repair, (ii) instructions to dispose of the damaged product, or (iii) return instructions for AS-IS return at the dealer/distributor expense; in each case, subject to testing fees.

All products returned for warranty that are evaluated and found to be operating correctly may also be subject to a testing fee.

Authorization for return does not guarantee warranty coverage. Product evaluation for warranty coverage is always determined at the factory, once the defective product has been returned.

Neither dealer/distributor nor any customer or other third party is authorized to open product housings or modify product for any reason. Any product that has been opened or modified without Vantage’s documented approval will become a Non-Warranty item.

Repairs of Non-Warranty products
Technical Support must pre-approve all repair orders. Vantage does not offer repair service on all products. Technical Support will be able to advise which products are repairable. If the product or internal components or SUB-Assemblies are determined damaged beyond repair, the product will not be repairable and the dealer/distributor may choose to replace the product through a new product purchase. This type of damage includes, but is not limited to, the damages specified in Paragraph 3 of the Vantage Limited Warranty.

A product that is approved and then sent in for repair service will be evaluated and repaired if possible. Vantage Technical Support and Customer Support will confirm repair fee with customer prior to issuing RMA. Return of RMA product assumes acceptance of quoted repair fee.

Prices for repairs are listed below but are subject to change without notice at anytime. Note fee exceptions listed.

Repaired items will be covered by warranty for a period of ninety (90) days.

An item returned for repair that is evaluated and found to be operating correctly may be subject to a testing fee.

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**Product Warranty Return / Return and Repair Policy – 2015 July**

**REPAIR CHARGES**
Contact Vantage Tech Support or Customer Service for pricing.

**Repair Fee Exceptions:**
Product is irreparable - No charge, product will be shipped back as-is or disposed at the factory. This is at the customer’s discretion with approval obtained through Customer Support.

Product is within Warranty - No charge, product will be repaired / replaced.

Product passes factory tests - $50 test fee applies which will override quoted repair fee. Product will be returned to the customer.

**Vantage products exempt from repair:**
- Low Voltage KEYPADS
- RS232 (RF or STAT BUS)
- LVRS
- CIS
- IP-ENABLER
- RF-ENABLER
- Q-ETS3
- STHERR101
- STAT
- ACCENT POINTS
- POWER STATIONS
- CC-STAT
- CC-WLINT / CC-RLINT
- SENSORS
- EQ-APP
- CABLES and WIRES
- ENCLOSURES
- BEZELS / TRIM / FACEPLATES

**Refused Shipment**
Vantage charges a 15% restocking fee plus all shipping charges for refused-on-delivery products.

**New/Unused Product Returns**
Vantage understands that occasionally product is ordered in error. For this reason, Vantage allows dealers/distributors to return unopened, unused product to the factory.

Customer Service must pre-approve all unused product returns.

Product returns are subject to the following:
1. Customized components may not be returned for credit or refund.
2. Collection of reimbursement for goods damaged during transit is the responsibility of the dealer/distributor.
3. Vantage shall exercise sole discretion regarding:
   a. Whether products are returned unopened and undamaged
   b. Whether products are returned within 30, 60, or 90 days
   c. Whether products are un-merchantable
   d. Whether products are customized
4. Dealer/distributor is responsible for all freight costs of returning unused products to Vantage
5. For Vantage Elite Dealers with Gold rating or higher, the 30 day return for credit is extended to 60 days; for all others, the policy is as stated below.

**30 Day Return**
Dealers/distributors requesting to return unopened, unused product to the factory within 30 days of invoice date will not be subject to a restocking charge. If the product is NOT in resalable condition or is missing items, the product does not qualify under the 30-day return policy and will be charged a restocking charge up to 100 percent.

Dealer/distributor must request an RMA number to return product within 30 days of the original invoice date, and the product must be received by Vantage within 30 days of the RMA date as outlined below under RMA Request Procedures. Please note that products shall be over-boxed to protect them.

**31 - 60 Day Return**
Dealers/distributors requesting to return unopened, unused product to the factory within 31 - 60 days of invoice date will be subject to a 15% restocking charge. If the product is NOT in resalable condition or is missing items, the product may be charged a higher restocking charge up to 100 percent.

Dealer/distributor must request an RMA number to return product within 60 days of the original invoice date, and the product must be received by Vantage within 30 days of the RMA date as outlined below under RMA Request Procedures. Please note that products shall be over-boxed to protect them.

**61 - 90 Day Return**
Dealers/distributors requesting to return unopened, unused product to the factory within 61 - 90 days of invoice date will be subject to a 50% restocking charge, and Director of Customer Service approval is required. If the product is NOT in resalable condition or is missing items, the product may be charged a higher restocking charge up to 100 percent.

Dealer/distributor must request an RMA number to return product within 90 days of the original invoice date, and the product must be received by Vantage within 30 days of the RMA date as outlined below under RMA Request Procedures. Please note that products shall be over-boxed to protect them.

**After 90 Day Return**
Vantage shall not accept requests for returns of unopened, unused product to the factory outside of 90 days.

**Out-of-Warranty Product**
Any product which fails outside its applicable warranty period will be out of warranty and will not be subject to warranty repair or replacement coverage.

To receive a replacement for an out-of-warranty product, a new purchase order must be issued by dealer/distributor and no RMA is needed and no product credit shall be given.

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RMA Requests
All returns/repairs must be pre-authorized. Dealer/distributor must contact Vantage Technical Support for warranty or repair. Contact Customer Service for new product return. Dealer/distributor must have the required information noted below.

1. Product Part Number and Serial Number
2. Original purchaser name or Project Number
3. Description of product failure or reason for return

Packages not meeting the following requirements may be refused or subject to a handling fee.

1. RMA number clearly marked on the exterior of the package
2. Return address
3. On RMA form please mark clearly: name and phone number of a contact person

In-Warranty RMA returns
The RMA product must be returned within 30 days of the date the RMA is issued to qualify for full credit if the returned product is determined to have failed due to a manufacturing defect. If product is returned after 30 days and before 60 days, product will be charged a 15% late fee. Products returned after 60 days will not be accepted for warranty credit and may not be returned to dealer/distributor. Delinquent return of RMA products or non-payment of replacement product will adversely affect dealer/distributor credit terms.

Repairs of Non-Warranty products and New/Unused Product RMA returns
RMA numbers are valid for 30 days. Products under RMA not returned within 30 days will not be accepted and RMA numbers will be cancelled. All products will be subject to re-qualification before credit will be issued.