

Subject to the terms and conditions set forth below, Syntron Inc. Limited (“Syntron”) warrants the new Smartsign (“Product”) which customer has purchased from Syntron or Syntron authorized reseller / retailer, to be free from defects in materials or workmanship under normal consumer use during warranty period. The standard warranty (“Warranty”) period is 12 months, which begins on the day of installation.

## What Warranty services cover

Subject to the exclusions set forth below:

### Software Warranty:

- The Software consists of programming and development software, product documentation, tools and utilities, technical information, associated media, printed materials, and online / electronic documentation (“Software”).
- Syntron hereby grants to customer a limited, non-exclusive, non-transferable, worldwide license to use the Software. The Software is licensed, not sold. The Software may only be used in conjunction with Syntron products.
- Include 12 months free remote support service by phone or remote desktop within office hours (HKT): 9:30am - 5:30pm (Monday to Friday) and 9:30am - 1:00pm (Saturday).

### Hardware Warranty:

- If the Product becomes defective during the Warranty period, Syntron will at its option, repair or replace the Product without charge.
- Syntron may use new / reconditioned components and parts to repair the Product, or replace the Product with a new / reconditioned Product of the same or functionally equivalent model. The replacement unit will be covered by the balance of the time remaining on the customer's original Warranty and the original Warranty period is not extended.

## Who the Warranty protects:

The Warranty is valid only for the first purchaser directly purchased from Syntron or an Syntron authorized reseller / retailer.

### Obtaining Warranty service

- You must contact Syntron Support Center as below during office hours. Proof of purchase is required to verify the Warranty service claim. Syntron will response within 1 - 2 working day from placing service call.

**Syntron Support Center** Hotline: (852) 2941 7909 / 5403 4934 Email: [cs@ssmart.us](mailto:cs@ssmart.us)  
Office Hours(HKT): 9:30am - 5:30pm (Monday to Friday), and 9:30am - 1pm (Saturday)

- Syntron or Syntron Support Center will attempt to resolve technical issues over the phone. If telephone resolution is not possible, Syntron or Syntron Support Center may determine as its sole discretion, to dispatch a service technician or from its authorized service provider to perform the on-site service at your Product's location during our office hours.
- Travelling and accommodation (if required) expenses are not included, which would be charged at actual basis.
- Remote support and on-site service during non-office hours / same day express on-site service are available and would be charged as below table 1.
- Syntron will contact customer within 1 - 2 working days to schedule the on-site service and arrange a service technician to the Product's location to perform repair within a reasonable period.
- Suitable working area should be allowed for disassembly and reassembly of Product. The area must be clean, suitable and easily accessible for the purpose.
- After repair is completed, the service technician will test the Product to make sure the Product is functioning correctly. Service technician has the customer sign and date the repair order to complete the on-site.
- Extended Warranty is available to remove the unknown future cost of hardware and software failure. It would be charged according to the table 3 below.

## **What the Warranty does not cover**

- Syntron does not warrant that the Software is error free or customer will be able to operate the Software without problems / interruption.
- Product is not purchased from Syntron or Syntron authorized reseller / retailer.
- Software (a.) that has been modified, disassembled or decompiled, except by Syntron; (b.) has not been installed, operated, repaired, or maintained in accordance with the instructions supplied by Syntron.
- Hardware and / or Software other than from Syntron, included with the Product or installed by the customer.
- Damage and problems resulting from unreasonable use, misuse, accident, negligence, modifications or by any other causes unrelated to defective materials / workmanship.
- As a result of service by anyone other than Syntron or Syntron authorized reseller / retailer.
- Damage and problems caused by a combination of the Product with non-Syntron equipment.
- Delivery costs of replacement Product or parts; Syntron assumes no liability for any loss or damage occurring during shipment.
- Damage to or loss of any programs, data or removable storage media.
- Failure due to normal wear and tear.
- Removal, installation, and set-up service charges, including wall-mounting of Product.
- Damages resulting from modification of the Product and improper environment.

*On-site services and replacement parts will therefore be charged according to the table 2 <No Warranty Coverage> below.*

## Rates and extended Warranty

(Table 1) Rates

Remote support during non-office hours / on public holidays	HK\$700 / per call
Same day express on-site service during office hours	HK\$1,000 / per call
On-site service during non-office hours / on public holidays	HK\$1,400 / per call

(Table 2) No Warranty Coverage Rates

During Office hours (No service is offered for No Warranty Coverage out of office hours)	HK\$1,400 / per call
Fixing of software functional failure	By quotation
Maintenance and replacement of hardware	By quotation

(Table 3) Extended Warranty

2nd year Standard Warranty	HK\$4,000 / unit / year
3rd year Standard Warranty	HK\$4,200 / unit / year
4th year Standard Warranty	HK\$4,410 / unit / year
5th year Standard Warranty	HK\$4,630 / unit / year

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