

TotalCare Protection

Comtronix TotalCare Protection maximizes the uptime on the products our customers have invested in; while reducing their total cost of ownership. Keeping our customer's business at it most productive is all part of the TotalCare solution. Our "Serviced with Confidence" approach means access to fully qualified service engineers with years of expertise in the embedded and mobile technology industry. This unparalleled support and first-class customer service ensure rapid responsiveness to your business-critical operations. As the manufacture of the products we sell, no one knows more about our products than we do. So, when it comes to servicing and supporting our products, no one can do it better.

TotalCare Protection is available in either a 3- or 5-year service plans which mitigate life cycle disruption; while protecting the product under comprehensive coverage. There is no need to worry about the unforeseen accidents, as the TotalCare Protection covers all parts and labor on the Comtronix products.

At Comtronix we understand vertical market use cases of our products and risk of exposure between man, machine and environment. TotalCare Protection provides our customers great comfort in the knowledge that their investment in the Comtronix products are back by the program designed exclusively with their interest in mind.

Total Accident Protection: Free of charge coverage on all major components, damaged caused by normal usage or accidental breakage, cases, broken screens, keypads, network adapters, solid-state drives, RAM modules, I/O connectors and other components damaged through regular usage or accidental breakage. Products covered by the TotalCare Protection will be repaired or replaced at no charge. Comtronix will, at its sole option, either repair or replace the Product. In the event of a discontinued item, a comparable replacement as determined by Comtronix shall be provided.

Service Level Agreement: Our commitment to excellence is backed by a Service Level Guarantee of 5 days turnaround to minimize the downtime to your business.

TotalCare Product Availability: Below are the Comtronix products that are available for coverage under the TotalCare Protection Program:

- IEC Series (Industrial Embedded Computers)
- IPC Series (Industrial Panel Computers)
- ITM Series (Industrial Touch Monitors)
- IRM Series (Industrial Rackmount Servers)
- RTC Series (Rugged Tablet Computers)
- RTC - Vehicle Mount Cradles
- RTC - Desk Top Cradles
- RTC - Multi-Bay Battery Charger
- IBC Series (Industrial Barcode Scanners)

Limitation of Coverage: LCD, Motherboard, and Touchscreen are limited to one incident per year, per device. All consumable items; such as Mounts and Clips, Stylus, Tethers, Barcode Scanner Cables, Power Cables, Power Cords, Screen Protector Film, Cleaning Cloths, Hand-straps, Shoulder straps, and any additional accessories and/or peripherals not listed above or covered under a separate warranty.

Product that has been tampered with or serviced by any party not authorized by Comtronix as a repair facility, or products damaged through intentional acts, Missing and/or removed items such as Batteries, Port Covers, Buttons, Serial Number Label, Warranty Label or any consumable items listed above.

Terms of Purchase: TotalCare Protection shall be purchased on the Products at the time of order placement or no later than 30 days from the date of original Product purchase. Additional years of TotalCare Protection may be purchased on a yearly basis after the original 3 and 5 year purchase. Coverage is based on parts availability. Please consult your Comtronix Sales Representatives for details.

TotalCare Claim Process: TotalCare claims shall be submitted to Comtronix via the RMA process outlined in below:

1. RMA requests are available at <https://www.comtronixus.com/support/rma-support-request/> through Technical Support at 877-224-5534 or Chat on the Comtronix website
2. Provide your Billing and Shipping address
 1. Contract First and Last name
 2. Contact Phone number
 3. Contact Email address
 4. Serial Number of the product to be repaired
 5. Product Model Number
 6. Problem Code
7. Provide a brief problem description of any additional claims or damage
8. Customers shall be responsible for the packaging and shipping the product to the Comtronix service center. Over-boxing product is encouraged as the condition of the product shipped is the liability of the customer, and costs incurred due to misrepresentation of the condition of the product.
9. Customer to clearly mark the RMA on the outside of the box. The address of the Comtronix service center is listed below:

Comtronix
RMA #: XXXXXX
6310 Techster Blvd, Ste 3
Fort Myers, FL 33966
877-224-5534

10. Comtronix shall pay for the return of the product, via ground (2-5 days) to the customer's location. Expedited shipping is also available at the customer's expense.

Note: It is the customers responsibility to back up the all contents of the solid-state drive before services are performed. The contents of the customers solid-state drive may be lost and/or reformatted during service. Comtronix will not be held liable for any damage to or loss of any programs, data, or other information stored on or in any product serviced by Comtronix. The contents of the customers solid state drive may be altered, deleted, and/or modified, and may be returned to the original factory configuration.

Warranty Disclaimer: COMTRONIX DISCLAIMS ANY WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATIONS, WARRANTIES OR CONDITIONS OF MERCHANTABILITY. FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND NON-

INTERFERENCE. COMTRONIX EXPRESSLY DISCLAIMS ANY LOST PROFITS, GENERAL, SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES WHICH MAY RESULT FROM BREACH OF ANY WARRANTY, OR THAT THE USE OF THE COMTRONIX PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. ANY IMPLIED WARRANTY AND WHICH CANNOT BE DISCLAIMED SHALL BE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD.

Limitation of Liabilities: IF THE COMTRONIX PRODUCT FAILS TO FUNCTION AS WARRANTED ABOVE, CUSTOMERS SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. NOT EXCEED THE PURCHASE PRICE PAID FOR THE AFFECTED PRODUCTS IRRESPECTIVE OF THE NATURE OF THE CLAIM WHETHER IN CONTRACT, TORT, WARRANTY, OR OTHERWISE. CUSTOMER WILL INDEMNIFY, DEFEND AND HOLD COMTRONIX, ITS SUPPLIERS AND ITS SUBCONTRACTORS HARMLESS FROM ANY CLAIMS BASED ON (a) COMTRONIX'S COMPLIANCE WITH CUSTOMER'S DESIGNS, SPECIFICATIONS, OR INSTRUCTIONS, (b) MODIFICATIONS OF ANY PRODUCTS BY ANYONE OTHER THAN CUSTOMER, or (c) USE IN COMBINATION WITH OTHER PRODUCTS.

Notice: Either party may terminate this agreement by sixty (60) days written notice. Comtronix limited warranty is valid for the USA and Canada customers who have purchased product from Comtronix or an authorized reseller/OEM.