

LIMITED WARRANTY (STANDARD & EXTENDED) FOR (1) DS SERIES INTEGRATED SIGNAGE SYSTEM (2) SA SERIES APPLIANCE (3) LCD DISPLAY FOR DIGITAL SIGNAGE & (4) WEBDT SOFTWARE APPLICATION (Effective July 10th 2008)

(Applicable only for Customers who purchase and use their products within the United States)

Standard Limited Warranty

1.1. Subject to the terms and conditions in this limited warranty, DT Research Inc. (“DTR”) warrants to the original purchaser (the “Purchaser”) of the product that should, in DTR’s judgment, the product prove to be defective by reason of improper workmanship and/or materials, DTR shall repair or replace, at its option, any defective part of the product without charge for the part(s) and shall bear the entire labor expense for any warranty repair for a period specified under Table A from the date of purchase as indicated in the sales invoice, or proof of purchase of the defective LCD Monitor when such labor is performed by an authorized DTR on-site service provider.

Features	SA Series Standard Limited Warranty	DS Series Standard Limited Warranty
Cost of Plan	Included in purchase price	Included in purchase price
Service Coverage	Customer to ship defective unit(s) back and follow RMA procedures	Customer to ship defective unit(s) back and follow RMA procedures
Software Patches (Content Manager, Device Manager)	1 Month	1 Month
Software Updates (Content Manager, Device Manager)	1 Month	1 Month
Telephone (Office hrs) / Email Support (Reply within 24 hrs (during business hours)	1 Month	1 Month
24 x 7 Online Technical Library / Self help	√	√
Ground Shipping	Customer pays return	Customer pays return
Contract Length	Hardware(1 yr) / Software(1 month)	Hardware (1 yr) / Software(1 month)

Table A

1.2. All parts used for replacement are warranted for the remainder of the original warranty period only. To obtain warranty service, the Purchaser must notify DTR service of any alleged defect within the applicable warranty period. IF REQUESTED, THE PURCHASER MUST PRESENT TO THE SERVICE PROVIDER A SALES RECEIPT OR OTHER WRITTEN EVIDENCE ESTABLISHING PROOF AND DATE OF PURCHASE OF THE DS SYSTEM OR SIGNAGE APPLIANCE. However, the Purchaser is urged to register their product via the Internet at signage.dtri.com/registration so that, if necessary, DTR can contact the Purchaser with information updates.

1.3. DS System and Appliance replaced under this limited warranty shall, at DTR's option, be returned in new or used generic cartons/packaging. Replacement units provided under this warranty may be new or refurbished.

1.4. DTR reserves the right to request the return of the defective part or product unit being replaced. Failure to return the defective part or product unit upon request by DTR may result in DTR charging the purchaser the full retail price of the replacement part or product unit.

1.5 Policy on Software and Hardware Updates. The Purchaser is responsible for any hardware upgrades required for future software updates of the WebDT system.

2. REQUESTING WARRANTY SERVICE. In order to obtain warranty service, the Purchaser must contact Technical Support at DT Research or the local dealer. Service is available excluding Legal Holidays or legally observed holidays. Alternatively, please contact your local dealer for more information.

- Deliver the product freight pre-paid, along with the dated proof of purchase, to the DTR Authorized Service Center. If you cannot deliver the product in person:
 - Pack it in its original shipping container (or equivalent)
- Put the RMA number on the address label (DTR will not accept returned Product unless an RMA number has been issued by DTR)
- Put the RMA number on the shipping carton
- Insure the package (or assume the risk of loss/damage during shipment)
- Pay all shipping charges
- Repaired products are sent from DTR (or authorized service centers) by ground transportation (or DTR's choice of shipping method).
- Note the Purchaser pays for un-installation, packing, and shipping, and subsequent re-installation. DTR will only pay for return shipment.

3. This limited warranty does not cover any losses or damages that occur as a result of:

- Shipping or improper installation or maintenance
- Any damage during the removal or installation of the product
- Misuse or Neglect
- Normal wear and tear
- Any cause other than ordinary commercial or industrial application
- Adjustment and alteration of any form by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an DTR Authorized Service Center
- Improper environment (such as subjecting LCD panel to direct sunlight)
- Excessive or inadequate heating or air conditioning or electrical powers failures, surges, or other irregularities
- Fire, water, disaster, lightning, or other acts of nature, smoke exposure (cigarette or otherwise)

- Purchaser caused defects, including but not limited to: cracked LCD, scratched LCD, blemished LCD, or scratched/defaced/altered enclosure
- Any damage or dissatisfaction associated with “burn-in” images, or any other damage determined by DTR to be the result of Purchaser use patterns

4. ANY EXPRESS WARRANTY NOT PROVIDED IN THIS LIMITED WARRANTY, AND ANY REMEDY WHICH, BUT FOR THIS DISCLAIMER PARAGRAPH, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW IS HEREBY EXCLUDED AND DISCLAIMED. BY WAY OF EXAMPLE AND NOT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR ANY PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

5. UNDER NO CIRCUMSTANCES SHALL DTR BE LIABLE TO THE ORIGINAL PURCHASER AT RETAIL OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, OR OTHERWISE.

6. This warranty gives specific legal rights, and the Purchaser may also have other rights, which vary from state to state.

7. DTR can be reached by mail at: DT Research, Inc., 2000 Concourse Drive, San Jose, CA 95131, Attn: Product Support – Digital Signage Product.

EXTENDED WARRANTY PLAN (* Purchaser Needs to Sign up during purchase process)

1. The “**EXTENDED WARRANTY PLAN**” provided by this warranty does not include Product removal and/or re-installation during or after the Product repair or replacement process. This plan also does not include advance shipment of products.

2. If Purchaser elected not to sign up with the “**SOFTWARE SUPPORT & UPGRADE PLAN**” but now wants to install/utilize the latest software updates after the conclusion of standard warranty, the Purchaser will be required to purchase the full 1-year, 2-year or 3-year “**SOFTWARE SUPPORT & UPGRADE PLAN**” (This plan would still start from the day the product was shipped).

- For example: If the Purchaser stayed with standard limited warranty for the DS Series, software upgrades are only applicable for the first month. If the Purchaser decides to upgrade the software on the 6th month, then he/she will need to pay for the full 1-year “**SOFTWARE SUPPORT & UPGRADE PLAN**” that will allow full software upgrades up to 13 additional months (1st month is already included in Standard Limited Warranty) from shipment date (in essence, the Purchaser is making up for the missed software support for the 6 months after the lapsed of the standard warranty).

**“HARDWARE EXTENDED WARRANTY PLAN” for SA1000, SA2000 Signage
Appliance and DS Series (DS1200, DS1500, DS1700), All LCD Displays for Digital
Signage (2600, 3700, 4200, 4700, 6500)**

Features	Part Number: UEW-1YHW-SIGN	Part Number: UEW-2YHW-SIGN
Service Coverage	1 Additional year of HW Warranty Support	2 Additional years of HW Warranty Support
Ground Shipping	Customer pays return	Customer pays return
Contract Length	Software(Not included see Software Support Upgrade plan below)/Hardware(12 extra months)	Software(Not included see Software Support Upgrade plan below)/Hardware(24 extra months)

“SOFTWARE SUPPORT & UPGRADE PLAN” for SA Series and DS Series

Features	Part Number: UEW-1YSW-SIGN
Service Coverage	Support Upgrade, Patch Upgrade for WebDT Content Manager Server Software as well as all applicable WebDT Client Software
Software Patches (Content Manager, Device Manager)	√
Software Updates (Content Manager, Device Manager)	√
Telephone (Office hrs) / Email Support (Reply within 24 hrs on work week)	√
24 x 7 Online Technical Library / Online Self help	√
Ground Shipping	Customer pays return
Contract Length	1 Additional Year

Note: DT Research reserves the rights to change warranty plan