

A/V SYSTEM WARRANTY CERTIFICATE

CLIENT:

Project:

Room/System Location(s):

WARRANTY START DATE:

WARRANTY PERIOD: This KONTEK First Year Support (FYS) warranty is valid for one year from the date above. The warranty start date is the date that the system is substantially complete and made available to the owner for beneficial use.

NOTE: It is not uncommon for the completion of some installation or programming work (punch list) to extend beyond the warranty start date.

WHAT IS COVERED:

- Resolution of any and all items that cause integrated AV system failure or failure to function as designed due to defects in hardware, materials, or workmanship
- Repair or replacement of any item of covered equipment which fails during the duration of this warranty, including labor, parts, and shipping expenses
- Temporary equipment during repair periods above, to maintain system function (subject to equipment availability)
- Adjustment or calibration as required to ensure that the system meets its original design intent and performance specifications
- Correction of installation defects and software bugs

WHAT IS NOT COVERED:

- Proactive or diagnostic monitoring services for any AV systems installed under this warranty
- Consumable items such as projection lamps, batteries, etc. (except where these are covered by a pro rata manufacturer's warranty)
- Loss or damage from theft or vandalism
- Damage from Acts of God such as fire, flood, storms, lightning, etc.
- System damage from improper use, deliberate misuse, or user modification
- System damage from electrical supply circuit failure or irregularity
- Damage when maintenance alerts, such as projector filter cleaning or lamp change warnings, are ignored
- Any user-provided equipment, or support of such equipment, that was not supplied and/or integrated by KONTEK as part of the original integration completed on the above date
- User-requested control system programming enhancements

FOR WARRANTY SUPPORT, PLEASE CONTACT THE KONTEK SUPPORT TEAM:

support@kontek.com

(919) 683-2321 – business hours office line

(919) 341-9351 – after hours Support Team pool line