

New Savant Product Limited Warranty

Scope

This document contains terms and conditions of use by the end user/purchaser and the limited warranty obligation of Savant Systems, Inc. ("Savant") for hardware Products ("Product") purchased through an authorized Agent of Savant ("Agent") or directly from Savant. Separate software licensing and support agreements are available from your Savant Authorized Agent. The installation and use of the Products, including any and all Savant components indicate that the end user/purchaser agrees to be bound by these terms. All Savant Products are sold with a basic limited warranty.

Hardware Product Limited Warranty

All Savant Products have a limited two (2) year repair or replace warranty for products that do not substantially conform to the applicable specifications provided with such product or as are made available by Savant.

- Additional Warranty Periods and Product-Specific Remedies:
 - Savant Power Storage has a ten (10) year or 73 MWh of throughput (equivalent to 3,650 cycles), whichever is sooner, limited warranty period, with at least a 75% retention of battery capacity over the warranty period, for products that do not substantially conform to the applicable specifications provided with such product or as are made available by Savant. Savant Power Storage Products with a valid warranty claim within the warranty period will, at Savant's election, be (a) repaired, (b) replaced with an equivalent product, or (c) the warranty claimant may purchase replacement Product from Savant (or Savant's designee) at a discounted rate equivalent to the MSRP of the replacement Product minus depreciation based on the amount of the warranty period remaining.
 - Savant Power Modules have a five (5) year limited repair or replace warranty period for products that do not substantially conform to the applicable specifications provided with such product or as are made available by Savant.
 - Savant Shade bracketing systems and fabric have a limited five (5) year repair or replace warranty for products that do not substantially conform to the applicable specifications provided with such product or as are made available by Savant.
 - Artison sound bars, architectural speakers and custom grilles have a limited five (5) year repair or replace warranty for products that do not substantially conform to the applicable specifications provided with such product or as are made available by Savant.
 - Savant Lighting low voltage keypads and power supplies, lighting modules and panel bridge controllers have a limited five (5) year repair or replace warranty for products that do not substantially conform to the applicable specifications provided with such product or as are made available by Savant.
- Items purchased after the Product Discontinuation Date have a 90-day limited warranty.

NOTE: Warranty excludes any Product that is not maintained in accordance with Savant's maintenance recommendations, is operated in a manner other than that specified by Savant, is damaged from misuse, abuse, accidental damage, modifications, improper wiring, improper repair or operation outside of specified operating temperatures, or is damaged from outside forces such as humidity, weather, or electrical surges..

Conditions of warranty service are as follows:

- This New Savant Product Limited Warranty extends to the end user of the Product, provided the Product was installed, configured and serviced by a Savant Authorized Agent and has not been relocated from its original installation site.
- Warranty claims must be made to Savant or a Savant Authorized Agent.
- Upon receiving a written notice of warranty claim, Savant will issue to the Agent a Return Material Authorization ("RMA") number.

- Covered Hardware is tracked by serial number and must be shipped (prepaid) to Savant's repair facility. Original packaging and adequate overpacking for shipping, or equivalent proper packing, must be utilized to prevent damage. Savant's standard time to repair and ship RMA Products is thirty (30) days from receipt at Savant's repair facility. Upon receipt of the RMA Product, Savant shall inspect and test it. If Savant, in its reasonable judgment, determines that the Product is defective, Savant shall, if possible, repair the hardware. At Savant's option, it may choose to replace the covered Product with an equivalent (new or factory refurbished) Product. If the Product is replaced, the returned Product material will become the property of Savant. All factory-repaired Products shall be tested before returning to the Agent. Repaired material shall be shipped by Savant to the Agent, EXW (Ex Works) SAVANT.
- The New Savant Product Limited Warranty commences upon the date of shipment from Savant.
- Repaired or replaced Product will be warranted for the remainder of the Products' original Warranty Period, or ninety (90) days, whichever is longer.
- Separate "no trouble found" charges may apply for Product returned under the warranty for repair that is determined to be in good working order. Costs are limited to shipping, handling, testing, and administrative expenses.

3rd Party Warranty

For 3rd party devices purchased through the Savant Store, check the individual product page for detailed information about warranty coverage.

Warranty Exclusions

- This warranty does not cover the cost of Product installation, removal, or reinstallation.
- This warranty shall be the sole and exclusive remedy to the end user of the Product provided the Product was installed, configured and serviced by a Savant Authorized Agent and has not been relocated from its original installation site. In no event shall Savant be liable for incidental or consequential damages of any kind.
- This warranty does not cover any Product that has had the serial number in any way tampered with, removed, or altered.
- Savant reserves the right to reject any RMA Product that fails to meet any and all the limitations of the Basic Limited Warranty defined herein.
- The warranty does not include Savant Authorized Agent Services. This includes the following:
 - Savant's assistance in diagnostic efforts
 - Access to Savant's technical support websites, databases, or tools
 - Product integration testing
 - On-site assistance
 - Product documentation updates
- Expendable items, including, without limitation, field-replaceable batteries, fuses, light bulbs, motor brushes, or similar consumables.
- Normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors.
- All Products must be returned in original packaging. Products returned and damaged due to mis-packaging will be considered out-of-warranty. Installation kit charges may be applied, if not returned with the defective Product.
- Fabric that is not installed within 30-days of shipment is not covered under warranty. Fabric must be installed within 30-days to avoid fabric damage.

Terms and Conditions of Limited Warranty

THE WARRANTIES SET FORTH IN THIS DOCUMENT ARE EXCLUSIVE AND ARE GRANTED IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES (WHETHER WRITTEN, ORAL, STATUTORY OR OTHERWISE), INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. AGENTS SOLE AND EXCLUSIVE REMEDY AND SAVANT'S SOLE OBLIGATION HEREUNDER, SHALL BE TO REPAIR, REPLACE, CREDIT, OR REFUND AS SET FORTH ABOVE. IN NO EVENT SHALL SAVANT, ITS DIRECTORS, OFFICERS, EMPLOYEES, AGENTS, OR AFFILIATES, BE LIABLE FOR ANY COSTS OR DAMAGES ARISING DIRECTLY OR INDIRECTLY FROM AGENT'S OR END USER'S USE OF ANY PRODUCT INCLUDING ANY INDIRECT,

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