



OVERVIEW

Galaxy Next Generation (G2) Limited Warranty

(Current Production Models. USA and Canada Only)

G2 warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, G2 will, at its sole option, repair or replace the product with a similar product. Replacement Products or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of time remaining on the customer's original limited warranty. G2 provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components.

STANDARD WARRANTY PERIOD

How long the warranty is effective:

Communicator Hardware

- G2 On-Premises Servers are warranted for one (1) year for parts.
- G2 Amplifiers are warranted for five (5) years for parts.
- G2 Hub (Zone) Controllers are warranted for five (5) years for parts.
- G2 Admin Consoles are warranted for five (5) years for parts.
- G2 Call Switches are warranted for five (5) years for parts.
- G2 PoE 2-way Speakers are warranted for five (5) years for parts.
- G2 PoE 1-way Speakers are warranted for five (5) years for parts.
- G2 Horn Speakers are warranted for five (5) years for parts.
- G2 70volt and 80ohm Speakers are warranted for five (5) years for parts.

Disclaimers

- The BPIC and Activator Applications are not to be used as a replacement for contacting first responders in an emergency or crisis situation. G2 will not be liable for application failures in times of crisis.

EXCLUSION DAMAGES

G2's liability is limited to the cost of the repair or replacement of the product.

G2 Shall Not Be Liable For:

- Damage to other property caused by any defects in the product.
- Damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.

WARRANTY PROTECTION

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration or malfunction resulting from:
 - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Repair or attempted repair by anyone not authorized by G2.
 - c. Damage to or loss of any programs, data or removable storage media.
 - d. Software or data loss occurring during repair or replacement.
 - e. Any damage of the product due to shipment.
 - f. Removal or installation of the product.
 - g. Causes external to the product, such as electric power fluctuations or failure.
 - h. Use of supplies or parts not meeting G2's specifications.
 - i. Normal wear and tear.
 - j. Failure of owner to perform periodic product maintenance as stated in User Guide.
 - k. Any other cause which does not relate to a product defect.
 - l. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
 - m. Software – Any third-party software included with the product or installed by the customer.
 - n. Hardware/Accessories/Parts/Components – Installation of any unauthorized hardware, accessories, consumable parts or components
 - o. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.
 - p. The Product sold and labeled as "AS IS", "WITH ALL FAULTS" or similar disclaimer, including replacement of missing parts or accessories from those sales, or purchased through an unauthorized online seller.
 - q. Removal, installation, and set-up service charges, including wall-mounting of product.