

Standard Limited Warranty Statement

Equipment: Crescent Digital Installed systems include a comprehensive one-year parts warranty covering all original equipment provided by Crescent Digital. Equipment repair or replacement is included during this 12-month period. Manufacturer's Warranties cover repair or replacement of specific equipment in an authorized service center for a period of twelve months. Warranty does not include labor associated with equipment de-installation, re-installation, shipping, or configuration. Warranty labor service is chargeable at the Crescent Digital standard labor rates including actual trip cost (mileage, wheel time, parking, per diem) associated with the repair or replacement. Warranty does not cover equipment failure due to abuse, neglect, theft, loss, user error, user change, power failures, surges, natural disasters, or acts of God. Reasonable troubleshooting steps are to be performed by user on-site in conjunction with technical liaison.

Workmanship: Crescent Digital Installed systems include comprehensive one-year labor warranty covering all original installation services provided by Crescent Digital. The warranty period shall begin from the date of substantial completion or original installation target date.

Rates for Removal and Installation of Warranty Equipment

Hourly Cost: \$125 per hour per technician: Min. 4 Hours + Trip Charge

Example: Display Failure- 2 technicians (2 hours removal/2 to reinstall) 4 hours x (\$125) = \$1000

Trip Charge = Actual cost from nearest service center:

Example: 300 Miles @ \$0.585 per mile (\$175.50), Wheel Time x \$40 Hour (\$160),

Parking \$50, Shipping \$50 = \$435.50

Service Charge = Total for service.

Example: \$1435.50

Crescent Digital LLC

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Cleveland, Ohio
44115

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Suite 1-C
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Phone: 216.378.0360
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www.CrescentDigital.com

User will have the option to purchase additional coverage with a Maintenance Service Agreement which will cover all costs for the first year as well as for the term of that agreement. If such additional coverage is waived, then all service costs are applicable in the example above in the Service Limited Warranty Statement.

Acknowledged:

Company _____

Address: _____

Signed by: _____

Date: _____

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