

Hardware Warranty and Repair Policies

Objective

ADES strives to achieve a very high level of quality in every product it sells. Before a device leaves the factory, it undergoes rigorous testing and inspection. However, electrical products sometimes need repair. For this reason, ADES offers repair services that are performed in a timely manner by highly trained, factory technicians using only original parts at ADES service center. Repair services include parts, labor, materials, and testing of your device.

Warranty Terms

ADES provides product warranty starting from the delivery date for products with defects in material or workmanship, as following:

Chassis: 24 months
SBC board: 18 months
Power supply: 18 months
LCD KVM and Panel PC: 12 months
Accessories: 6 months
Non-ADES manufactured parts, such as CPU, HDD, ODD, etc., are limited to warranty and repair service provided by their respective original manufacturers.

NOTE:

Please verify your delivery date before sending the item(s) back to ADES for Repair services. ADES is unable to provide loaner units or advance replacements under any circumstance.

How to Return Products for Servicing (RMA)

A. RMA Number

To return products, customer must obtain a valid RMA number from the Technical Support Department of ADES. After a "RMA Request & Report Form" is completed in detail by customer and emailed back to the Technical Support Department at support@ades.com.tw

B. Packing

Product should be re-packaged in its original factory shipping packaging when returned for warranty service. If the original packaging is not available, customer has to provide packaging of equivalent protection.

Please be sure to include the following items along with your defective ADES product:

- 1. The RMA number is to be legibly written on the outside of the shipping container.** (If you are returning more than one box, please make copies of the label and attach one to each box.)
- 2. "RMA Request & Report Form"**
- 3. Defective items**
- 4. INVOICE stating "Return for Repair" with total commercial value not exceeding USD\$100 /shipment.**

NOTE:

- When sending CPU boards for RMA, please DO NOT include the CPU and its Cooler, memory, hard drive, power supply, cables, drivers, manuals, or other peripherals and accessories, unless it is instructed so by the Technical Support Department.
- All electronic parts should be wrapped in anti-static bags and shock-resistant bubble wrap.
- It is the customer's responsibility to backup the contents of their hard drive, including any data you have stored or software you have installed on the hard drive. ADES shall not be responsible for any loss of data due to storage media failure. If during servicing the contents of the hard disk or any other data storage media are altered, deleted, modified or lost, ADES will not be held responsible.

C. Returning Parts for Repair

All products covered by this warranty will be serviced at ADES Service Center. Unless otherwise instructed by ADES all products for RMA should be shipped to ADES at the following address:

ADES Service Center

Attn: RMA# (_____)

4F-9., No.22, Wuquan 2nd Rd., Xinzhuang Dist.,
New Taipei City 248, Taiwan
ROC

D. Shipping

ADES is not responsible for any loss or damage to the product as a result of shipping to and from ADES. ADES has the right to refuse any package, product labeled with wrong information or product with missing information. All rights reserved.

Normally ADES ships RMA returns by air parcel or air speed post. If alternative shipping method is requested by customer, then the customer will be responsible for any additional charges. We will then ship the repaired units when you confirm payment of these charges.

E. Service and Shipping charges

1. Warranty Repair

The customer may return a hardware product that is covered by warranty for repair after obtaining an RMA number. Any product covered by warranty is repaired or replaced, free of charge. Customer is responsible for the shipping cost of items shipped back to ADES, and ADES will ship back to customer at ADES's expense.

2. Non-warranty Repair

The customer may return a hardware product for repair that is not covered by warranty or failed due to improper usage. A standard repair fee plus shipping costs, is charged for any product that is performed outside of the warranty scope. Repairs performed on products out of warranty carry a 90-day warranty, which begins the day the repaired item is shipped back to the customer.

3. Non-defective Hardware

The customer is notified if, after examining and testing a returned product, ADES concludes that the product is not defective or the problem cannot be duplicated. The product is returned at the customer's expense and the customer is charged a nominal examination and testing fee or the standard repair fee, whichever is less.

4. Non-repairable Hardware

ADES contacts the customer for hardware covered under warranty that cannot be repaired and offers an equivalent replacement product, if available.

For hardware that is not covered under warranty, ADES offers customers the following options:

- a) The customer may upgrade to a newer, functionally equivalent product at normal list price.
- b) ADES can return the product to the customer. There is a nominal testing and handling fee for this option.
- c) The customer can request that ADES dispose of the product for them at no charge.

F. Repair Time and Report

Typical turnaround time for repairs is 20 working days after receiving the defective items. Any missing or wrong information provided on the RMA form may result in delay of the RMA process. If due to certain factors longer time is required, customer will be informed on a case-by-case basis. A report indicating the result of the repair will be furnished only for CPU board.

LIMITED WARRANTY

1. The customer is obliged to examine the goods immediately on receipt and to give immediate notification of any defects and or other deviations.
2. The legal warranty conforms to the legal regulations and is valid for a period of one (1) year from the date ADES ships the Products to Customer ("Delivery Date").
3. The warranty claim expires, if
 - a) The device has been mechanically and/or electrically modified.
 - b) There are indications of non-intended use, such as strong contamination, adhesion, corrosion, chemical influence and damage through external influence.
 - c) The warranty seal has been broken.
 - d) Repairs or interventions were made to the device by persons who have not been authorized by us.
 - e) Damage during shipment other than original shipment to Customer.
 - f) Damage caused by impact with other objects, drops or falls including, but not limited to, broken display glass, hard drive sector damage or read/write head damage, or physical breakaway of internal components.
 - g) Damage caused by liquid intrusion into the inside of the product as a result of case fracture.
 - h) Damage caused by products not supplied by ADES or failures which result from alterations, modifications or foreign objects.
 - i) Damage caused by the use of the product for purposes other than those for which it was designed.
 - j) Damage caused by any other abuse, misuse, neglect, accident, negligence, mishandling or misapplication.
 - k) Damage from improper maintenance.

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