

Prepared (also subject responsible if other)		No.		
Albin Dennevi		1/1201-HMCOMPANY		
Approved	Checked	Date	Rev	Reference
Magnus Beischer		2015-10-23	A	

Warranty Statement

1 General Terms

Products delivered by Host Mobility are warranted to be free from defects in materials and workmanship under normal use during the Warranty Period.

To obtain warranty service, please return the product to Host Mobility with a written description of the problem or contact Host Mobility customer support. See paragraph Customer Responsibilities.

At Host Mobility's option, Host Mobility may repair or replace products with new or previously used products equivalent to new in performance and reliability, or with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Warranty Period of the product they are replacing, whichever is longer. If the product has been discontinued and Host Mobility cannot supply and equivalent product in performance and reliability, Host Mobility will refund your purchase price.

No change to the conditions of this Warranty is valid unless it is made in writing and signed by an authorized representative of Host Mobility.

2 Exclusions

This Warranty does not apply to expendable or consumable parts and does not extend to any product that has been damaged or rendered defective as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; by operation outside the usage parameters stated in the user documentation; by software, interfacing, parts or supplies not supplied by Host Mobility; improper site preparation or maintenance; virus infection; loss or damage in transit; or by modification or service by anyone other than Host Mobility.

If you have purchased a product that includes a battery, Host Mobility warrants that battery will be free from defects in material and workmanship for a period of one (1) year from the delivery of the product that uses the battery. As with all batteries, the maximum capacity of the battery included in the product will decrease with time or use. The battery warranty does not cover changes in battery capacity. Your battery is only warranted from defects in materials or workmanship resulting in failure. Battery life is not warranted and will vary depending on product configuration and usage, including but not limited to product model, applications running, power management settings, and product features.

Host Mobility can not guarantee that data, settings or applications stored by you in the products internal or external memory can be recovered. Products returned to you will be restored with original software or updated to latest software.

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3 Limitation of Liability

The Warranty does not cover consequential damages. The maximum liability of Host Mobility under this Warranty is expressly limited to the lesser of the price you have paid for the product, or the cost of repair or replacement of any hardware components that malfunction in conditions of normal use.

In no event will Host Mobility be liable for any damages caused by the product or the failure of the product to perform, including any lost profits or savings or incidental or consequential damages. Host Mobility is not liable for any claim made by a third party, or made by you for a third party.

4 Warranty Period

The Warranty Period of a Host Mobility product is a fixed period of one (1) year commencing on the initial date of delivery. If another period is agreed upon between you and Host Mobility, it must be made in writing and signed by an authorized representative of Host Mobility.

5 Software Warranty

Unless otherwise expressly provided in the Documentation or any applicable Supplemental License Agreement, Customer shall use the Software solely as embedded in, for execution on, or (where the applicable Documentation permits installation on non-Host Mobility equipment) for communication with Host Mobility equipment owned or leased by Customer. No other licenses are granted by implication, estoppel or otherwise.

Host Mobility warrants that all software will perform substantially in accordance with the software specification. Host Mobility does not warrant that the operation of the Software will be uninterrupted or error free. In Software which appertains to the product platform, Host Mobility support engineers will make commercially reasonable efforts to solve any problems. Problems or errors in customer specific Software, written by Host Mobility, is not Host Mobility's responsibility after the Customers approval or acceptance.

6 Customer Responsibilities

In order to avoid the risk of charges for issues not covered by your warranty (issues that are not due to defects in materials and workmanship on Host Mobility products), you will be asked to assist Host Mobility as follows:

- Verify configurations, load most recent firmware, install latest software available from Host Mobility.
- Implement temporary procedures or workarounds provided by Host Mobility while Host Mobility works on permanent solutions.
- Use Host Mobility remote support solutions where applicable. Host Mobility strongly encourages you to use available support technologies provided by Host Mobility. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements.

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- Cooperate with Host Mobility in attempting to resolve the problem using email, or telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or any other actions that Host Mobility may reasonably request in order to best perform the warranty support.
- Make periodic backup copies of your files, data, or applications as a precaution against possible failures, alteration, or loss. Before returning any products for warranty support or repairs, back up your files, data, and programs, and remove any confidential, proprietary, or personal information.
- Remove any external options or accessories that would be subject to loss during the repair or replacement process.

To obtain the warranty service of a faulty product sent to Host Mobility, an error statement template needs to be filled in and sent to Host Mobility along with the product, or sent to support@hostmobility.com. Ask your Host Mobility representative for the error statement template.

It is your responsibility to ensure that the product have been used according to specification. All products has a defined voltage range for input voltage, and are classified for different environments. Host Mobility cannot guarantee the product to function if exposed to a voltage outside of the specified voltage range, or exposed to any environment harsher than the specified. Therefor the Warranty is void when specification is disregarded.

Host Mobility's products certain conditions of voltage transients or surges on the input voltage terminals, even outside the defined voltage range. This might not be specified in the datasheet or hardware manual, but is validated through certified or uncertified testing. Ask your Host Mobility representative if you need to know which such conditions the product have been tested for. The Warranty is not valid for any conditions outside of the normal operation which the product has not been tested for.

If remote support cannot adjust the failure, it's your responsibility to return the product to Host Mobility head office. Host Mobility will then return the repaired or new product to your primary location in Sweden. Host Mobility is not responsible for returning the product to your customer or any remote location. If a product sent to Host Mobility does not qualify for Warranty repair, it is not Host Mobility's responsibility to return the product to you.