



1 YEAR LIMITED HARDWARE WARRANTY

PrimeArray Systems, Inc. (PrimeArray) warrants to the original purchaser that purchased product, excluding items such as software, discs, and documentation, will be free from defects in material and/or workmanship for the duration of the warranty period. This excludes non-PrimeArray equipment.

During the warranty period, PrimeArray will correct any defects in material or workmanship, or any failure of the hardware system to conform to specifications, at no charge for in-house labor and materials. Any replacement parts/products shall be new or serviceably used and are warranted for the remainder of the original warranty or ninety (90) days whichever is longer.

This warranty period is not extended as a result of purchasing any additional parts/products from PrimeArray or upgrading your PrimeArray system. The original purchaser must promptly notify PrimeArray in writing if there is a defect in material or workmanship. Written notice in all events must be received by PrimeArray before expiration of the warranty period.

This warranty is not transferable.

This warranty is void if:

- the products are used under other than normal use and maintenance conditions.
- the products are modified or altered, unless the modification or alteration is expressly authorized by PrimeArray.
- the equipment is subject to abuse, neglect, lightning, electrical fault or accident
- the products are repaired by someone other than PrimeArray
- the serial numbers of the products are defaced or missing.

This warranty shall constitute the sole and exclusive liability of PrimeArray, its successors or assigns, in connection with the goods purchased and is in lieu of all other Warranties, expressed or implied, including but not limited to any implied warranty of merchantability, fitness for a particular purpose or fitness for use, and all other obligations or liabilities of PrimeArray, its successors or assigns.

This limited warranty covers normal use and does not cover the following:

1. Expendable parts such as fuses, filters, removable media and other such parts classified by Seller as expendable.

2. Disk drives incorporating sealed head/disk assemblies that have been opened for any reason by anyone, other than PrimeArray or PrimeArray's authorized representative.
3. Damage during shipment other than original shipment to purchaser;
4. Damage caused by impact with other objects, dropping, falls, spilled liquids, or immersion in liquids;
5. Damage caused by a disaster such as fire, flood, winds, earthquake or lightning;

6. Damage caused by unauthorized attachments, alterations, modifications or foreign objects;
7. Damage caused by peripherals;
8. Defects caused by failure to provide a suitable installation environment for the hardware system;
9. Damage caused by the use of the hardware system for purposes other than those for which it was designed;
10. Damage from improper maintenance; damage caused by any other abuse, misuse, mishandling, or misapplication;
11. Products purchased from third party vendors.

PrimeArray and its suppliers' liability for failure to repair the hardware system to conform to the warranty after a reasonable number of attempts will be limited to a replacement of the hardware system. These remedies are the Purchaser's exclusive remedies for breach of warranty.

Under no circumstances shall PrimeArray or its suppliers be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strike liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the hardware system or any associated equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.

Warranty Shipping Charges

All repairs will be performed at PrimeArray's factory, except for repairs made at the purchaser's site, as specifically agreed by PrimeArray in writing. The customer will be responsible for all shipping charges for products returned to PrimeArray Systems under warranty repair or replacement. PrimeArray Systems will be responsible for the shipping charges of the replacement part or repair unit to the customer.

Repair units will ship from PrimeArray Systems via UPS ground. Replacement components will be expedited at the customer's request. PrimeArray Systems will assume the return freight charges for components that fail within 30 days from date of original invoice.

Warranty Repair Procedures

If your PrimeArray manufactured product fails within the warranty period and a PrimeArray technical support representative cannot resolve the issue, PrimeArray will repair the product at no cost.

- The following procedures must be followed for Warranty Repair:
- Call or email the PrimeArray technical support department. To expedite this service, please have the serial number of the unit before contacting technical support.
- If PrimeArray technical support cannot diagnose and solve the problem, a repair Returned Merchandise Authorization (RMA) number will be issued for the defective unit.
- Return the unit to PrimeArray with the RMA number clearly marked on the shipping label – not the shipping carton. Pack the unit carefully using the original shipping carton and materials or other adequate shipping materials. Improper packaging may void the warranty.
- Upon receipt of the unit, PrimeArray will repair or replace components. The turnaround time for repair will depend on the nature of the problem and availability of replacement parts.
- Upon completion of repair, PrimeArray will ship the unit to customer using ground service unless otherwise agreed upon.
- A document of the repair work will be held on file at PrimeArray.

Out-of-Warranty Repair

PrimeArray will provide out of warranty repair based on an hourly labor rate to be determined and a product replacement cost.

Email Technical Support

support@primearray.com