



Service & Warranty Policies

Effective January 1, 2009

Inclusions/Limitations

- *L.A.M. Technical Services LTD* will, without charge, repair, replace, or re-install (at its option) defective materials during any of *L.A.M. Technical Services LTD*'s issued warranty periods. *L.A.M. Technical Services LTD* reserves the right to utilize contracted services to fulfill these obligations if required.
- Regular *L.A.M. Technical Services LTD* warranty covers warranty issues addressed during L.A.M.'s regular business hours only and will be addressed within two working days. Warranty requirements outside of these hours are available as "Extended Warranty" and at an additional cost. Specific requests to address warranty outside of these hours during the period of a regular warranty will be deemed as non-warranty and chargeable at L.A.M.'s regular rates.
- *L.A.M. Technical Services LTD* shall not be responsible for consequential damages, including without limitation, damages resulting from damaged software, loss of use of the product or system, or loss of use of related facilities.
- *L.A.M. Technical Services LTD* reserves the right to inspect products or systems before or after the sale and/or installation and/or repair to determine the validity of a warranty claim. The decision to provide or deny warranty will be based on limitations of the applicable product or system warranty. *L.A.M. Technical Services LTD* will qualify all warranty work before proceeding with any services.
- Customers and Sales staff will be notified of void warranty conditions should such be discovered during the course of what is initially a warranty repair. It will be assumed that the customer will be responsible for the cost of any parts, material, travel and/or labour accumulated to that point as well as after should the customer choose to have the repair completed.
- Warranties are non-transferable. Only the original purchaser of a product, system, or repair is eligible to obtain warranty coverage.
- *L.A.M. Technical Services LTD* will not provide product, system or service warranty to *L.A.M. Technical Services LTD* customers whose account(s) with *L.A.M. Technical Services LTD* are not in good standing.
- It is the intent of *L.A.M. Technical Services LTD* to perform all in-house repairs at its Edmonton Service Center, however, *L.A.M. Technical Services LTD* reserves the right to forward equipment to outside contracted service centers when required and not necessarily located in Edmonton.

Exclusions

- Warranty does not include the provision of loaner units.
- Over-the-counter parts sales are not warranted and are final.
- Warranty does not cover cleaning and maintenance.
- Warranty does not apply to fuses, lamps, access cards, or batteries (which have a limited shelf life).
- Warranty does not include labour charges for products or systems found **not** to be defective.
- Warranty does not cover failure of equipment due to acts of God, inadequate electrical/power supply sources, electrical ground loops, electrical power failure, fire, theft, vandalism, water, abuse, mis-use, accidents, or work done by others.
- Warranty does not include any shipping costs incurred or required in order to complete a repair.
- Warranty does not include satisfying customer operational questions and/or correcting system configurations and installations errors made by the customer. These types of work will be charged directly to the customer.
- Warranty does not include travel.
- If utilization of a third party repair depot is requested by the customer, any and all costs incurred in securing or utilizing those services including shipping will be the responsibility of the customer.
- Warranty repairs are performed during regular business hours only.
- Upon initiation of repairs on any unit, should damage be discovered to be a result of improper shipping or packaging, it will be the responsibility of the customer/point of origin.

Service & Warranty Policies (cont.)

Product Warranty

- *L.A.M. Technical Services LTD* defines a “Product Warranty” as an original manufacturers warranty administered and provided by either the manufacturer directly or by a manufacturer authorized service centre.
- All products purchased from *L.A.M. Technical Services LTD* carry the original manufacturers warranty. These products are warranted to the original purchaser to be free from defects in materials and workmanship for a period of time as specified in the original manufacturers warranty agreement.
- *L.A.M. Technical Services LTD* is a manufacturer authorized service centre for only a few specific brandnames and specific associated models. Information on the identification of these specific brandnames and models can be obtained by contacting the Technical Services Manager.
- Products and brandnames which *L.A.M. Technical Services LTD* does not service as a registered service centres, are still covered only by the original manufactures warranty and as such are subject to those limitations. In the event of failure while on this warranty these items must be returned to the originating supplier for return to the manufacturer. *L.A.M. Technical Services LTD* may, in certain cases such as extended or expanded warranty coverage purchases, cover or be responsible for the repair of the unit. This arrangement however is on an individual, prearranged basis with the originating supplier or manufacturer.
- If a unit is part of an installation covered by a system warranty, product warranty will include coverage of the **on-site labour costs only** required in removing the defective unit for repair and/or reinstalling the unit after repair. All other product warranty limitations will still apply. **Product warranty alone does not include on-site warranty coverage.**
- Of the various manufacturers which *L.A.M. Technical Services LTD* provides warranty service for, warranty varies in its limitations. Contact the Service Manager for more information on these limitations.
- All product warranty coverage will commence as of the date of delivery.
- Decisions to provide warranty are a function of the manufacturer or supplier. Their decisions are final.
- All product warranty claims must be accompanied by a bill of sale.
- Delivery of a repaired item awaiting warranty confirmation will only occur if prepayment is received or a credit account is established. If warranty status is granted, the warranted amount will be credited or returned to the customer.

System Warranty

- *L.A.M. Technical Services LTD* defines a “System Warranty” as any warranty issued by *L.A.M. Technical Services LTD* for any installations sold by *L.A.M. Technical Services LTD* or any warranty issued by any sales/installation company who has authorized *L.A.M. Technical Services LTD* as it’s warranty agent (see “Subcontracted Warranty Services” below).
- The terms of a system warranty are defined at the point of sale by the originating company and based on the limitations of the equipment warranties, the original project installation warranty, and sales policy.
- System Warranty is made up of two components. The first component is the “product warranty” which is carried by either the original manufacturer or by *L.A.M. Technical Services LTD* (see “Product Warranty”). The second component typically covers **on-site only** labour, and materials required to rectify problems such as those related to defects in materials and workmanship originating from the installation of the system. The second component also covers the **on-site only** labour required to remove and re-install repaired products of the first component.
- The terms and duration of system warranty components (i.e.: manufacturers, and installation) are dependent on the original terms of the system warranty agreement. If the originating company chooses to modify or extend the duration or the coverage of such warranties, arrangements will be made with *L.A.M. Technical Services LTD*.
- All system warranty coverage will commence as of the date of stated on either the *L.A.M. Technical Services LTD* system installation acceptance form or as indicated by the originating sales/installation company.
- Before acting on requests for system warranty service, *L.A.M. Technical Services LTD* will first confer with the related warranty issuing sales/installation company and check with related documentation to determine whether or not the request is valid.

Service Warranty

- *L.A.M. Technical Services LTD* defines “Service Warranty” as a warranty on any repairs made to any product or any service work performed on any product by *L.A.M. Technical Services LTD* . It covers the failure of a product where the failure is directly related to the quality of a repair or service work performed on a particular product or system. It does not cover any additional repairs required on a product or system unrelated to the original repair or caused by the original fault.
- Service Warranty covers a period of one hundred and eighty days from the day which repairs or work performed was completed as indicated by the *L.A.M. Technical Services LTD* work order.
- Service Warranty is a labour only warranty which does not cover the cost of additional parts or materials required in order to adequately repair a product or system.

Subcontracted Warranty Services

- *L.A.M. Technical Services LTD* defines a “Subcontracted Warranty “ as a warranty issued to the end user/customer by a third party contractor or sales company in which *L.A.M. Technical Services LTD* is named as the subcontracted warranty service provider.
- The delivery of subcontracted services by *L.A.M. Technical Services LTD* shall be limited to the provisions of its Service and Warranty policies as outlined in this document. The third party contractor/sales company shall be considered the recipient of these provisions. This shall be the case unless otherwise agreed upon in writing between the third party contractor/sales company and *L.A.M. Technical Services LTD*. *L.A.M. Technical Services LTD* shall be responsible directly and only to the third party contractor/sales company issuing the warranty
- Requests for warranty service by the end-user/customer will be made directly to the third party contractor/sales company issuing the warranty. This shall be the case unless otherwise agreed upon in writing between the third party contractor/sales company and *L.A.M. Technical Services LTD*. The third party contractor/sales company shall be directly responsible to the end-user/customer for all problems related to it’s issued warranty.