



LIMITED WARRANTY

Every ReQuest product comes with warranty coverage. The time of warranty is dependent upon the product, and only applies to new and/or unused units. To insure our consumers obtain quality pre-sale and after-sale support and service, ReQuest products are sold exclusively through authorized dealers. The warranties on ReQuest products are not valid if the products have been purchased from an unauthorized dealer or an online E-tailer. To determine if your ReQuest re-seller is authorized, please call ReQuest at (800) 236-2812.

ReQuest warrants our products to be free from defects in materials and workmanship for the times specified below from the date of purchase. If within the applicable warranty period above purchaser discovers such item was not as warranted above and promptly notifies ReQuest in writing, ReQuest shall repair or replace the items at the company's option.

Product

Warranty Period

F.Series	Two Years
N.Series	One Year
IMC	One Year
echo	One Year
iQ.IMS	Two Years
iQ.IMA	One Year
iQ.TS.35	One Year
Network IR Extender	One Year
iQ.SCK Serial Connection Kit	One Year
Freedom	One Year
TS.15/TS.15N	Six Months

This warranty does not apply to:

1. Equipment which shall have been subjected to damage, deterioration or malfunction resulting from (a) accident, negligence, misuse, abuse, improper installation or operation or failure to follow instructions contained in the User Manual, (b) improper environmental conditions, such as inefficient cooling and air flow or fluctuating power conditions (such as "brown" or "black" outs), (c) shipment of the product (such claims must be presented to the carrier), (d) repair or attempted repair by anyone other than ReQuest or an authorized ReQuest Customer Service Center, (e) lightning, tornado, hurricanes, floods, or other events beyond the manufacturer's control (Acts of God).
2. Any unit which has been altered, or on which the serial number has been defaced, modified or removed.
3. Any unauthorized modification or addition of hardware or software not provided by ReQuest.
4. Normal wear, battery replacement and any periodic maintenance.
5. Any unit used for industrial purposes.
6. The cabinet or any appearance item.
7. Any damage to recordings or recording tapes or discs or any other media.
8. The cost of parts or labor which would be otherwise provided without charge under this warranty, obtained from any source other than ReQuest.
9. The loss of any data, content, time, or commercial loss, whether real, incidental or consequential.
10. Equipment not manufactured by ReQuest. With respect to equipment sold by, but not manufactured by ReQuest, the warranty obligation of ReQuest shall in all respects conform and be limited to the warranty extended by its supplier.



The foregoing warranties do not cover reimbursement for labor, transportation, removal installation or other expenses which may be incurred in connection with repair or replacement of equipment as provided herein, except for ground shipping charges within the USA to return repaired or replacement units to the owner.

Except as may be expressly provided and authorized in writing by ReQuest, ReQuest shall not be subject to any other obligations or liabilities whatsoever with respect to equipment manufactured by ReQuest or services rendered by ReQuest. The foregoing warranties are exclusive and in lieu of all other express and implied warranties except warranties of title, including but not limited to warranties of merchantability and fitness for a particular purpose.

CONTACT YOUR AUTHORIZED DEALER TO OBTAIN SERVICE

To receive warranty service, your dealer will need to contact ReQuest to present the serial number, model, dealer name, and your date of purchase in order to obtain a Return Merchandise Authorization (RMA) number. Should it become necessary to ship the unit, you will need to package the product carefully and send it, transportation prepaid, to ReQuest. Carefully package the product using adequate padding material to prevent damage in transit. The original container is ideal for this purpose. Include in the package your name, address, telephone number where you can be reached during business hours, a copy of your sales receipt (including your dealer’s name and address), the RMA Number, and a detailed description of the problem.

For information about this warranty,
contact

Customer Service Department
ReQuest
100 Saratoga Village Blvd, Suite 44
Ballston Spa, NY 12020
1-800-236-2812

Website <http://www.request.com>

To obtain information on replacement
parts Call: 1-800-236-2812

Record your purchase and product
information

Model No. _____

Serial No. _____

Purchase Date:_____

Dealer Name: _____

Keep this information and your sales receipt in a safe place