

Warranty



Purchaser Warranties and Limitations

Support:

Purchasers can contact the Customer Service department at SolTec, Round River Research Inc. (RRR) between 9:00AM and 5:00PM, Monday thru Friday, Central Time, for any warranty or service issues – call **1-(612)-323-6363**.

Non-warranty repair is available on a per incident basis. Customer Service at RRR will determine whether the unit requires Service Center repair, provide instructions for disassembly, shipping, and handling of the damaged part, and provide authorization to return the part to RRR. A per incident charge plus applicable repair, parts, shipping, and handling costs, and local tax will be charged for non-warranty repairs.

It is required that purchasers have their dated proof of purchase available when they call. Once a purchaser reaches a Customer Service representative, their account will be accessed or an account will be opened in the purchaser's name with an account number assigned. This account number will be provided to the purchaser for future reference. While the Customer Service representative handles most purchaser inquiries during the initial call, in some instances the account will be assigned to a technical specialist for additional support.

All conversations with purchasers, as well as Customer Service, and Service Center Management involvement related to the purchaser's account are documented in our database for future reference. This documentation permits our management and employees to monitor the progress of individual calls and repairs and to measure the performance of our products and service levels to improve our products and services.

Repairs:

The products that RRR designs, manufactures, and sells are modular in nature for greater manufacturability, support, and servicing. This design feature allows RRR to service our customers more efficiently.

Instructions for module disassembly (from the main unit) are available upon request. If you need additional support or have any questions during disassembly, please call Customer Service at

RRR for assistance. After repair, Customer Service will provide instructions and phone assistance if necessary for product re-assembly.

Product Returns:

RRR Customer Service will only issue Return Material Authorization numbers (RMA numbers) for products being returned to RRR or its Service Center in Minnesota, for authorized repair and/or evaluation. RRR will not issue RMA numbers for, but not limited to:

- Buyers remorse (unless purchased within 30 days from RRR directly),
- Freight Damage for shipments to end-user, except for shipments direct from RRR, or
- Products purchased from a reseller (includes Distributors).

Any returns for the above circumstances require a written request to a Sales or Customer Service Manager at RRR for a return allowance.

Any allowed returns will be subject to credit deductions that are assessed in the returns and refurbishment process, which may include, but are not limited to: costs related to shipping, freight, and handling, restocking fee, inspection and evaluation, and refurbishment. Any allowed returns that include customer's own materials (COM) will be subject to an additional credit deduction for the associated costs of manufacture using COM. RRR is not responsible for any applicable duties, taxes, shipping and handling costs, and brokerage fees associated with returned parts or products.

Shipping to RRR:

For returns, the purchaser is responsible for packing the product in the original box or boxes or in approved packaging that is available for sale from RRR. Shipping and freight coverage for repairs under warranty requires scheduling with RRR and only includes "curb-side" pickup and delivery. Products received without a valid RMA number or one clearly marked on the box will be refused.

Purchasers in other countries should first check with their own Customs Authority and register the merchandise before sending it to RRR for repair. Every country's Customs Authority has a different procedure and documentation for repairs, so it is important that this information is obtained prior to sending the product to the Service Center at RRR.

Purchaser Warranties:

Products manufactured by RRR are backed by limited warranties. Subject to the limitations set forth in this Attachment, RRR warrants to the original purchaser (except in the case of a three-year warranty, then to subsequent purchasers as well) that the products sold hereunder shall be free from defects in materials and workmanship during the applicable warranty period. The warranty begins on the original purchase date if purchased from in-stock inventory through an authorized Distributor. If product was shipped from RRR directly to the purchaser or to a

Distributor for that purchaser the warranty begins ten (10) days after the product was shipped from RRR.

Products or parts thereof received by the Service Center at RRR receive a full inspection and diagnostic evaluation of all mechanical and electrical systems. Any systems found to be deficient are repaired or replaced automatically if covered under existing warranties, or the consumer is provided a quotation for service if not covered by an existing warranty.

SolTec™ Lounge	Fiberglass	Fiberglass Base	Electronic Modules	Cables	Pads
New products (original box)	12 months	12 months	12 months	6 months	3 months
Refurbished products	12 months	6 months	12 months	3 months	3 months
Floor demos (including "out of box")	6 months	None	6 months	3 months	None
Three (3) Year Extended Warranty	36 months if required	36 months	36 months	12 months	3 months

Fiberglass Clamshell: fiberglass seating structure that is attached to the fiberglass base including the metal plate attached to its underside. This part does not include the removable electronic cables and modules contained within or attached to it (amplifier and transducers and associated cables) nor does it include the pad that can be detached from it.

Fiberglass Base: fiberglass structure that the fiberglass clamshell rests on. This includes the Kevlar sheet between the base and clamshell.

Electronic Modules: include the amplifier, power supply, transducer subassemblies and associated cabling. This does not include cabling to or from the amplifier faceplate (music input or headphone cables). Warranty coverage for the transducer modules or subassemblies is limited to one replacement module (for each of the spine and seat transducer subassemblies or modules) during the warranty period.

Cables: includes audio input cable from sound source device to amplifier input panel and adapter cable for sound source devices that only have RCA outputs.

For repairs related to the **Fiberglass Clamshell:** RRR will repair the purchaser's part or supply a new or refurbished part, at the option of RRR, as a replacement part in exchange for a defective part that is covered by this warranty. RRR will provide return shipping to the purchaser for repairs performed at its Service Center. It is the purchaser's responsibility to return the defective part to RRR in the original packaging or in approved packaging that is available for purchase from RRR at RRR's expense. Any repair or replacement part will be warranted for the remainder of the original manufacturer's warranty period or ninety (90) days from installation after repair by the Service Center at RRR, whichever is longer. Replacement parts or units provided to the purchaser are the property of the purchaser; the replaced parts or units become the property of RRR.

For repairs related to the **Fiberglass Base, Electronic Modules, and Cables** replacement parts will be shipped to the purchaser at RRR's expense once RRR, with the assistance of the purchaser, identifies the defective part and after RRR determines that the part is under warranty. RRR will provide instructions and phone assistance if necessary for disassembly of the defective part or module (from the main unit) and for product re-assembly. Replacement parts provided to the purchaser are the property of the purchaser; the replaced parts or units become the property of RRR at RRR's request. It is the purchaser's responsibility to return the defective part(s) to RRR at RRR's request and expense.

Pads: includes covering materials for the cushion overlying the fiberglass clamshell in addition to the optional side extenders. It is the purchaser's responsibility to return the defective part(s) to RRR at RRR's request and expense. Any repair or replacement parts will be warranted for the remainder of the original manufacturer's warranty period or ninety (90) days from installation after repair by the Service Center at RRR, whichever is longer.

Three (3) Year Extended Warranty: RRR offers a transferable extended warranty program as outlined in the chart above. Extended warranty purchases are available within 90 days of purchase directly from our Customer Service Department if not purchased initially.

Purchaser Warranty Limitations and Exclusions (Read Carefully):

All warranty start dates begin as specified above. No allowance or extension is offered for installation. Warranties do not apply to rental, business, commercial, institutional, or other non-residential users with the exception of Practitioner Distributors. Proof of purchase is required for all warranty repairs or service.

Warranties are only valid within the United States provided the equipment has been operated according to the instructions in the Operating Manual and not subject to misuse including accidental mishandling. The warranty only applies to the Product.

Fading, wear, and pilling of fabrics or coverings do not constitute defects under this warranty as those conditions naturally occur with fabrics and coverings. Natural markings, grain, and dye

variations in covering materials do not constitute defects under this warranty as no two pieces of covering materials are alike.

Softening of foams and filling materials in pads do not constitute defects under this warranty as those items naturally change with use.

Shipping and freight coverage under this warranty requires scheduling with RRR and only includes “curb-side” pickup/delivery. It does not include any duties, taxes, brokerage, or other import/export fees.

For returns, the consumer is responsible for packing the product in the original box or in approved packaging that is available for purchase from RRR. Products received without a valid RMA number or one clearly marked on the box will be refused.

WARRANTIES DO NOT COVER ANY LOSS OR DAMAGE RESULTING FROM: IMPROPER INSTALLATION, UNAUTHORIZED REPAIRS OR MODIFICATIONS, IMPROPER USE OF ELECTRICAL/POWER SUPPLY, LOSS OF POWER; DROPPED PRODUCT, A MALFUNCTION OR DAMAGE OF AN OPERATING PART FROM FAILURE TO PROVIDE MANUFACTURER’S RECOMMENDED MAINTENANCE; TRANSPORTATION DAMAGE; THEFT, ABUSE, MISUSE, NEGLIGENCE, VANDALISM, OR ENVIRONMENTAL CONDITIONS (FIRE, FLOODS, RUST, CORROSION, SAND, DIRT, WINDSTORM, HAIL, EARTHQUAKE, OR EXPOSURE TO WEATHER CONDITIONS); LOSS OF USE DURING THE PERIOD THE PRODUCT IS AT A REPAIR FACILITY OR OTHERWISE AWAITING PARTS OR REPAIR. DAMAGE INCURRED DUE TO SHIPPING AND HANDLING DOES NOT CONSTITUTE A DEFECT UNDER THIS WARRANTY.

UNDER NO CIRCUMSTANCE SHALL RRR OR ITS REPRESENTATIVES BE LIABLE FOR INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOST PROFITS, BUSINESS INTERRUPTION, BODILY INJURY, MEDICAL, AND THE LIKE), EVEN IF ANY PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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