



PRODUCT WARRANTY
ARCHITECT & STREAMLINE DIGITAL
DIRECTORIES

MODELS
A22.DWP.S22.DWP/L
A49.DWP/L.S49.DWP/L
A49.DFP/L
S55.DWP/L

WARRANTY DETAILS

Hardware Warranty

Sprocket is pleased to offer a Limited Warranty (Sprocket Limited Warranty see below) with the purchase of all SprocketGO directories. In general, this limited warranty covers the GO directory chassis (metal body/cabinet and chassis/framework) from manufacturing faults for 5 years, and all associated peripheral components for twelve (12) months or such longer periods of up to thirty-six (36) months if offered by the manufacturer in respect of products sold by Sprocket. The Warranty period commences from the date of purchase on a back-to-base plan. Our full warranty details can be viewed below.

Software Warranty

Sprocket is pleased to offer a 90 day back to base warranty on all (clean OS) software installations. If the PC is online and can be accessed by Sprocket remotely, any software specific bugs or defects will be remedied via a remote connection and whenever possible, on the same or next business day.

SPROCKET LIMITED WARRANTY

Limited Warranty in Summary

Sprocket warrants that the GO directory chassis and chassis hardware parts & components, if properly used and installed, will be free from defects in material and workmanship and will conform to Sprocket's specifications for a period of not less than sixty (60) months from the date the GO directory was built.

Sprocket warrants that the directory's electronic components if properly used, installed and protected (from both power and/or physical threat), will operate without fault maintaining Sprocket's original supply configuration for a period of not less than twelve (12) months and up to thirty-six (36) months where offered by the manufacturer (unless otherwise specified) from the date the GO directory was purchased.

Sprocket warrants that any client specific, custom built or licensed GO directory software, if properly used, installed and protected (from both network and/or internet borne threat), will be covered by a support period of not more than three (3) months (unless otherwise specified) from the date the software was installed.

If the directory's external chassis components, electronic components or software that are the subject of this Limited Warranty, fail during the warranty period for reasons covered, Sprocket will, on 'return to base' repair and fully test the unit chassis and/or components.

If the unit's external chassis components, electronic components or software fail during the warranty period but are unable to be returned to base for repair due to physical size or site location/limitations, an onsite assessment, repair or remove and return where required can be arranged by contacting our Service Team and will be chargeable at our respective hourly rate with a minimum call out of 2 hours.

For full Terms and Conditions, please review 'Terms and Conditions' starting on the following page.

Extent of Limited Warranty in Summary

This limited warranty does not cover directories that have been modified, serviced or reconfigured by any person other than a Sprocket approved Service Engineer. In cases where a GO directory hardware or GO software has been modified, this warranty is null and void.

This limited warranty does not cover damages due to fair wear and tear, or external causes, including but not limited to accident, problems with electrical power, improper installation, usage not in accordance with product instructions, network and/or internet borne threat, misuse, neglect, alteration, repair, or improper testing or Acts of God.

All electronic components supplied by Sprocket carry full manufacturers' warranties and are subject to the terms and conditions of the respective manufacturers' warranty. Full warranty terms and conditions, including warranty registration cards as supplied by the respective manufacturers of components supplied by Sprocket will be supplied at delivery. Component manufacturer's terms and conditions can be provided upon request prior to purchase if required.

This limited warranty does not cover any costs incurred relating to the removal, relocation or reinstallation of any directory.

For full Terms and Conditions, please review 'Terms and Conditions' starting on the following page.

TERMS & CONDITIONS

Official Warranty Terms and Conditions

PART I GENERAL TERMS AND CONDITIONS

The Australian Competition and Consumer Act (2010) (including the Australian Consumer Law) as well as other laws in this jurisdiction guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Sprocket products sold in Australia.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act and other laws. This Warranty gives you additional protection for your Sprocket product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

I. Coverage and Application

- A. Sprocket Pty Ltd of 226 St Kilda Road St Kilda VIC 3182 ("Sprocket") warrants that your Sprocket product:
- is of acceptable quality;
 - does not have a latent defect.
- B. For the purpose of this Warranty, a "Sprocket product" is a hardware product which:
- was manufactured by or on behalf of Sprocket; and
 - is used in a normal commercial environment ; and
 - bears a trade mark owned or used by Sprocket (generally "SPROCKET or SPROCKET GO"); and
 - was sold by Sprocket, or by an Authorised Reseller or Distributor of Sprocket; and
 - was purchased in Australia but does not include any hardware or software which is packaged or sold with a Sprocket product unless that is itself a Sprocket product.

II. Warranty Period

- A. The period during which this Warranty is in effect will depend upon the Sprocket product to which it relates. In all cases the commencement date for the period is the actual day of purchase, as reflected on Sprocket's or the Authorised-Reseller's or Distributor's invoice / receipt provided to you. The period during which each Sprocket product which is the subject of this Warranty is covered by this Warranty is identified in Part II of this Warranty.

III. Warranty Claim

- A. If you consider that the Sprocket product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under Australian Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.
- B. Except where an International Product Warranty has been provided with your Sprocket product, warranty service will only be provided in the specific country where the Sprocket product was originally purchased. For example, if you have purchased the Sprocket product within Australia, warranty service will be limited to Australia only. If you have purchased the Sprocket product within China, warranty service will be limited to China only.
- C. If you purchased this product in Australia and wish to make a claim under this Warranty, you should:
- contact +613 9537 3799
 - visit Sprocket at 226 St Kilda Road St Kilda VIC Australia; or
 - visit www.sprocket.com.au

Product and Warranty Registration

You can register the Sprocket supplied electronic components by following warranty card registration instructions provided with your Sprocket product as supplied by the respective component manufacturer. While registration is not necessary to make a claim under this Warranty, it may assist Sprocket to process any claim which you may make more quickly. All components are warranted by their respective manufacturers and respective warranties are subject to the terms and conditions of their manufacturer.

- D. You will not be able to gain the benefit of this Warranty without making a claim. A claim must be made within the Warranty Period. This Warranty does not cover any defects not notified to Sprocket within the Warranty Period

Sprocket's preferred approach to resolving claims under this Warranty is set out by product in the tables in Part II of this Warranty, although each claim is assessed on its own merits. If Sprocket provides you with either a replacement or refund, you immediately transfer ownership in the original Sprocket product or part to Sprocket. If Sprocket repairs the goods, you immediately transfer ownership in any residual parts to Sprocket. Any such resolution by Sprocket of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

- E. If, following receipt of a claim under this Warranty, Sprocket or its agent determine that your claim in respect of a Sprocket product is invalid, Sprocket may charge you for any labour, parts or transport costs incurred by Sprocket or its agent in assessing your claim.

IV. Warranty Transferability

- A. This Warranty is transferable to a subsequent owner of a Sprocket product, in the event of the sale of that product, provided that Sprocket is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Sprocket as follows:
- www.sprocket.com.au - for customers in Australia

The notice should identify the name of the previous owner of the Sprocket product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any way.

- B. In cases of authorised product or part replacement of the original purchased Sprocket product, the replacement Sprocket product or part will be covered for the remainder of the original Warranty Period.

V. Carry-In and On-Site repairs

- A. If you wish to make a claim in relation to a Sprocket product which you can reasonably transport to the nearest Sprocket service centre or to an authorised repair agent (as directed when you first make the claim under this Warranty), please bring, or send, that Sprocket product to that nearest service centre for assessment. Such Sprocket products do not include those products dealt with in sub-paragraph (B). Sprocket will organise the transport of a Sprocket product under this sub-paragraph, the cost of which will be borne by you if your claim is determined to be valid pursuant to Part I of this Warranty. Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Sprocket will not accept responsibility for damage to the product during transport caused by unsuitable or inadequate packing.
- B. If you make a claim under this Warranty in relation to a Sprocket product of the type referred to in sub-paragraph (C), Sprocket or its agent will send authorised Sprocket service personnel to the place where that Sprocket product is located to assess the warranty claim and, if necessary repair the product on-site, at your cost based on applicable and quoted (at time of claim) labour charges.
- C. On-site service may be limited to wall and floor mounted units with a screen size of 40 inches or more.

If this Sprocket product is located in a place which is greater than 50 kilometres (by road) from the nearest Sprocket service centre or authorised agent, Sprocket will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim, under this Warranty.

- D. With any on-site visit, while Sprocket will make all efforts to fix the Sprocket product on-site, there may be instances when the product must be taken back to a Sprocket service centre or to an authorised repair service centre for further testing. In these circumstances, you agree to let any designated authorised Sprocket service personnel pick up and take the product for further testing, at your cost.

VI. Warranty Exclusions

- A. This section identifies what is excluded under this Warranty.
- B. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act, the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty as additional warranties or conditions are excluded.

- C. This Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation.
- D. This Warranty does not cover damage caused by:
- misuse or abusive use of the Sprocket product;
 - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Sprocket product);
 - improper installation;
 - incorrect or improper maintenance or failure to maintain the Sprocket product;
 - failure to clean or improper cleaning of the product;
 - incorrect voltage or non-authorized electrical connections;
 - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond Sprocket's control;
 - exposure to excessive heat, moisture or dampness;
 - exposure to abnormally corrosive conditions;
 - use of non authorized/non-standard, defective or incompatible parts;
 - password setting/ resetting and computer virus;
 - burned-in images resulting from viewing an image on the display screen for an extended period of time;
 - use of products, equipment, systems, utilities, services, parts supplies accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by Sprocket;
 - repair, modification or other work carried out on the Sprocket product other than by authorized Sprocket service personnel.
- E. This Warranty does not cover Sprocket products purchased in an auction.
- F. If the Sprocket product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.
- G. This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear such as, but not limited to: locks, hinges, keyboards and other parts classifiable as a consumable part.
- H. This Warranty does not cover Sprocket products which, at the time you consider a claim might be made under this Warranty, do not bear the original manufacturer's factory-applied serial number in its original form (for instance where it or the sticker bearing it has been removed, wiped out, rubbed off, or altered).
- I. This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.

VI. How to Obtain Warranty Service

To obtain Warranty Service for your directory, contact Sprocket within the warranty period, during normal business hours, excluding holidays. Please be prepared to provide:

- Your name and contact details
- Description of the GO directory including the serial number
- An explanation of the problem

The repaired/serviced GO directory is warranted under this written warranty and is subject to the same limitations and exclusions for the remainder of the original warranty period of afore mentioned month durations. For service, please contact Sprocket Tech Support on +613 9537 3799

PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

I. Parts (Options) and Accessories Warranty

- A. This part of the Warranty identifies Sprocket's preferred approach to resolving warranty claims in relation to parts and accessories.
- B. The table below this sub-paragraph identifies the periods under which a claim may be made under this Warranty for replacement of a part or accessory. However, you may also have statutory rights outside of these periods. The parts and accessories are divided into those which are supplied within the box of the Sprocket product for which they are to be used (**In-Box**), and those which are supplied separately from a Sprocket product for use with it (**Out-Box**).
- In-Box:
 - All remote controls purchased with the Sprocket product are covered under this Warranty for the same period as the Sprocket product purchased.
 - All other Sprocket parts and accessories (excluding batteries) purchased together with the Sprocket product are covered under this Warranty for a period of 12 months. Generally Sprocket will replace the defective part or accessory which is the subject of the claim during this 12 month period.
 - You will only be able to make a claim under this Warranty for lost or missing Sprocket parts and accessories if, with your claim, you are able to provide satisfactory evidence that the relevant item was missing from the box or other storage or packaging material originally supplied by Sprocket.
 - Out-Box:
 - Parts and accessories purchased from Sprocket as ex-demo, refurbished, surplus or EOL stock are generally covered under this Warranty from a 3 month to 1 year warranty period. Please refer to the specific period below.

Product	Warranty Period (In-Box)	Warranty Period (Out-Box)
Standard Remote Controls	Unit warranty (See table below)	3 months
LED Panels	Unit warranty (See table below)	6 months
External PC/Digital Engine	2 years [extended 3 years available]	3 months
Keyboards, Parts, other Accessories	1 year	3 months

II. PARTS AND LABOUR WARRANTY

Unless specified, this Warranty covers corresponding costs for parts and labour which may be required to repair the Sprocket product, part or accessory if Sprocket or its agent repairs the item under this Warranty.

III. WARRANTY BY PRODUCT TABLE

The table below in this sub-paragraph summarises Sprocket's preferred approach to resolving claims under this Warranty, although each claim is assessed on its own merits. Please refer to Part I, paragraph (III) for the range of Sprocket's responses to a claim under this Warranty in accordance with the table below. In some instances the appropriate response to the claim will differ from the approach noted below.

Product	Warranty Period	Special Warranty Conditions
GO directory models with AOpen Commercial LED Displays of 19" or greater.	2 years	2 years from date of installation
GO directory models with Samsung Commercial LED Displays of 32" or greater: DC series	3 years or 17,520 hours	3 years or 17,520 hours of usage (whichever comes first) for commercial LED displays. 17,520 hours is based on an average of 16 hours per day, 365 days per year for 3 years.
GO directory models with Samsung Commercial LED Displays of 32" or greater: PM, UH, UD, OH series	3 years	3 year warranty without limitation of usage for commercial LF DID displays. 24 hours per day, 365 days week for 3 years

* The above warranty conditions do not cover the cost of installation and de-installation of wall and floor mounted units.