



**DRS TACTICAL SYSTEMS, INC.  
LIMITED WARRANTY - HARDWARE  
ARMOR PRODUCTS**

**General Information**

DRS Tactical Systems, Inc. ("DRS") warrants for the duration of this warranty that the DRS ARMOR product(s) ("Product(s)") produced by DRS will be free from defects in material and workmanship under normal use and service, subject to the terms and conditions set forth herein. This warranty applies to the Products only and excludes, but is not limited to, all other products and accessories supplied and/or distributed but not manufactured by DRS.

This warranty extends only to the original purchaser of Products from DRS or a DRS Authorized Reseller ("Original Purchaser"). It is not transferable to anyone who subsequently purchases or obtains the Products from the Original Purchaser.

**Length of Warranty**

The warranty is valid for a period of three (3) years from the original date of the packing slip from DRS and/or an Authorized Reseller. During this period, DRS will, at its option and expense, either repair or replace with new or reconditioned (of equal or better quality) parts of any of the Products which prove to be defective, provided that such Products are returned in accordance with the terms of this warranty. All exchanged parts and Products replaced under this warranty will become the property of DRS. If repair or replacement is not feasible, DRS will, at its option, refund the purchase price of the Product(s) on a three year straight line depreciation basis. Any replacement part or Product will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer.

**Terms and Conditions**

This warranty covers defects in materials and workmanship in the Products, as follows:

Term	3 years standard
Technical Assistance	Yes
Shipping Costs	Shipping costs of a Product to DRS are not included as part of this Warranty. Shipping costs of a Product to the Original Purchaser after a warranty repair is included as part of this warranty. If after receipt of a Product for repair under this warranty, it is later determined to be a non-warranted repair, all shipping costs are to be paid by the Original Purchaser.

This warranty **does not** cover:

- Non-DRS ARMOR products (accessories) under the original manufacturer's warranty including, but not limited to, the carrying case, PCMCIA cards, etc. Non-DRS ARMOR branded products are not covered under an extended warranty period.
- Software, including the operating system and software added to the DRS ARMOR hardware products through our factory-integration system, third-party software, or the reloading of software;
- Scratches or abrasions to the Product's LCD screen/display, and abusive wear of the LCD screens;
- Consumables and High Wear Items. Batteries, Keyboards, Touch Pad, Touch Screen, AC Adaptor, and liquid crystal display (LCD) are covered under the Limited Warranty for one (1) year.
- Problems that result from external causes such as accident, fire, floods, or acts of God; abuse; misuse; or problems with electrical power; servicing not authorized by DRS; failure to follow the

Product instructions or failure to perform preventative maintenance; problems caused by using accessories, parts, or components not supplied by DRS; improper installation (to include the absence of surge protection in vehicle installations), testing, operation, use or handling of the Product; or unauthorized alteration of Products

- Products with missing or altered service tags or serial numbers.
- Products for which DRS has not received payment.
- DRS is not responsible for and shall not be liable for transportation and insurance charges incurred in or damages resulting from transporting the Products, Accessories and/or Replacement Products to DRS for warranty service.
- DRS is not responsible for any third-party software created for use in the integration and/or operation of any Products, Accessories and/or Replacement Products whether or not such third party software was installed by DRS. Maintenance and support service for third-party software is the sole responsibility of the creator thereof.

**Additional Information**

The agents, dealers, DRS Authorized Resellers and employees of DRS are not authorized to make any modifications to this warranty, or additional warranties binding on DRS about or for Products, Accessories and/or products sold or supplied by DRS. Additional statements, whether oral or written, except signed written statements from an officer of DRS, do not constitute warranties and should not be relied upon.

The Product is not designed or certified for use in high risk applications including, but not limited to, the operation of nuclear facilities, aircraft navigation or air traffic control systems, communications systems in which a failure thereof could cause death or serious injury or property damage (e.g., emergency or 911 communications systems), medical systems, life support, weapons systems or any other potentially life critical uses. Original Purchaser understands and agrees that DRS makes no assurances or warranties that the Product is suitable for any such high risk uses.

DRS' SOLE LIABILITY, AND ORIGINAL PURCHASER'S SOLE REMEDY, FOR ANY MALFUNCTIONS AND DEFECTS IN THE PRODUCTS IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. EXCEPT AS OTHERWISE EXPRESSLY STATED HEREIN, DRS DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTIES OTHERWISE ARISING FROM COURSE OF DEALING OR TRADE. NO WARRANTIES WILL APPLY AFTER THE WARRANTY PERIOD HAS EXPIRED.

DRS HEREBY DISCLAIMS, AND THE ORIGINAL PURCHASER HEREBY AGREES, THAT DRS DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY OR FOR ANY INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD PARTY CLAIMS FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. NOTWITHSTANDING ANYTHING CONTAINED HEREIN, DRS' TOTAL LIABILITY FOR ANY ALLEGED OR ACTUAL BREACH OF WARRANTY WILL BE NO MORE THAN THE AMOUNT PAID FOR THE PRODUCT THAT IS THE SUBJECT OF ANY SUCH CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DRS SHALL BE RESPONSIBLE.



### **How to obtain Warranty Service**

#### **North America:**

Immediately notify DRS by calling **1-888-872-1100**, or a DRS Authorized Reseller of problems encountered during the warranty period. As appropriate, DRS will provide a Return Material Authorization number (RMA) for the return of your Products, Accessories and/or Replacement Products.

Label and/or include the following information with the Products/Accessories shipping container:

- Company name, address and telephone number
- RMA number received from DRS
- Description of the problem

Return the Products. Accessories and/or Replacement Products with the above mentioned information, transportation and insurance costs prepaid, to the address below. DRS is not responsible for loss or damage which may occur in transit.

DRS Tactical Systems, Inc.  
1110 West Hibiscus Boulevard  
Melbourne, Florida 32901 USA

Once repaired or replaced under the terms specified in the warranty, DRS will return ship, pre-paid, the Products, Accessories and/or Replacement Products to the originating party.

#### **Europe:**

Immediately notify DRS by calling **1252-730500**, or a DRS Authorized Reseller of problems encountered during the warranty period. As appropriate, DRS will provide a Return Material Authorization number (RMA) for the return of your Products, Accessories and/or Replacement Products.

Label and/or include the following information with the Products/Accessories shipping container:

- Company name, address and telephone number
- RMA number received from DRS
- Description of the problem

Return the Products. Accessories and/or Replacement Products with the above mentioned information, transportation and insurance costs prepaid, to the address below. DRS is not responsible for loss or damage which may occur in transit.

DRS Tactical Systems Ltd.  
Lynwood House The Trading Estates  
Farnham Surrey GU9 9NN UK

Once repaired or replaced under the terms specified in the warranty, DRS will return ship, pre-paid, the Products, Accessories and/or Replacement Products to the originating party.

**Note: Before you ship the product(s) to DRS, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. DRS is not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.**