

## Videx Limited Warranty on CyberLock Hardware

Videx, Inc. warrants this product to be free from defects in material and workmanship for a period of one (1) year from the date of the original end user purchase. Videx, Inc. agrees to repair or, at our option, replace this product without charge if found to be defective during the warranty period.

This warranty does not cover damage or failures caused by products or services not supplied by Videx, Inc. or which result from abuse, attempted burglary, vandalism, misuse, neglect, mishandling, faulty installation, alteration, or modification of the products supplied by Videx, Inc. This warranty does not cover exterior finish; i.e. color change due to weather, salt air, or chemicals. Only the weather-resistant CyberLock cylinders (CL-6P3WR & CL-OVLWR) are warranted for use in padlocks. Periodic cleaning of the face of the lock and the pins on the key are recommended, especially in outdoor or dirty environments.

CyberLock products **should not** be used in applications where the highest level of safety and reliability are required and failure or malfunction would result in harm or loss of life, as well as enormous damage or loss. Such fields of applications include, without limitation, controlling emergency exits, circuitry on aircraft or heavy equipment, atomic energy, life-critical medical equipment, or in any application where the property losses may exceed \$10,000. **Videx, Inc. expressly disclaims any and all liability resulting in any way to the use of the product in such applications. Customer agrees to indemnify, defend, and hold Videx, Inc. harmless from and against any and all actions, claims, damages, liabilities, award, costs, and expenses, including legal expenses, resulting from or arising out of the Customer's use, or sale for use in such applications.** Videx is not liable for the cost of labor to remove or replace locks, or for the cost of transportation to or from the job site.

**Videx, Inc. liability hereunder is limited to the purchase price of the product. In no event shall the company be liable for any consequential, indirect, incidental, or special damages of any nature arising from the sale or use of this product, whether in contract, tort, strict liability, or otherwise. No other warranty, either expressed or implied, is authorized by Videx, Inc. All expressed and implied warranties, including the warranties of merchantability and fitness for a particular purpose are hereby disclaimed.**

## Repair/Replacement Fees for CyberLock Hardware

During the first year from the date of original end user purchase, repair or replacement is done at no cost. During the following years, the repair or replacement fee will vary according to the length of time from purchase. Please contact Videx for service repair fees.

## Technical Assistance

If you need technical assistance, please contact your CyberLock reseller for local support. You may also contact Videx Technical Support at:

Phone: 541-738-5500

Fax: 541-738-5501

E-Mail: [support@videx.com](mailto:support@videx.com)

## Return Procedure for CyberLock Hardware

The following procedure should be followed when returning items to Videx for repair, replacement, or upgrade.

1. Contact the Videx Technical Support Department to discuss the equipment problem (phone 541-738-5500, fax 541-738-5501, or email [support@videx.com](mailto:support@videx.com)). This step is important because, in many cases, the problem is minor and can be corrected over the phone. If the problem is not resolved, a Service Order number (SVO#) will be issued for returning the product. **The serial number of the non-working hardware must be provided prior to the repair to qualify for warranty. The serial number may be given to Technical Support or included with return of the product.**
2. CyberLock cylinders sent in for repair or upgrade must be reset to qualify for warranty repair.
3. Include the following items with the product for repair: The serial number of the non-working hardware, the assigned SVO#, your name, company name, return address, telephone number, and description of the problem. If the repair is under warranty, include the bill of sale as proof of original retail purchase date. If it is a non-warranty repair, also include your method of payment for the repair fee and return shipping charges. Videx accepts payment via check or money order in US dollars, Visa, MasterCard, American Express, or C.O.D. If you have Net 30 credit terms with Videx, or are a government agency, school, or hospital, include your purchase order number and 'bill to' and 'ship to' instructions.
4. Place the SVO# you received from the Technical Support Department on the outside of the package. Ship the package to Videx, Inc., 1105 N.E. Circle Blvd., Corvallis, OR 97330, with the shipping charges prepaid.
5. When the product is received by Videx, it is logged into the Service Department, checked for problems, repaired or exchanged with a remanufactured unit, and tested. Exchanges are typically done within three days. Repair of specific product is usually completed within 12 business days.
6. Products are returned to you by the same method of transportation used to deliver the product to Videx, unless another method is specified. If the repair is under warranty, Videx will pay the return shipping charge; if it is a non-warranty repair, you are responsible for the return shipping charge.



FCC Statement: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

