

Panel

Warranty and Support Guide



Digital Home Portal

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Contacting Customer Support

How We Can Help

We can help you if you have any of these issues:

- Technical questions on mPanel.
- Canceling an order which has not shipped.
- You would like to return mPanel.
- Your mPanel requires warranty service.

How To Contact Us

To get help on mPanel, please contact:

mPanel Support (Embedded Automation)

Phone: (604) 596-4999

Email: support@embeddedautomation.com

Warranty Information

mPanel Limited Warranty

The mPanel Limited Warranty (“Warranty”) is valid only for an Embedded Automation mPanel branded hardware product.

The Warranty is for a period of one (1) year from the date of purchase (as indicated on the purchase invoice). During this period, Embedded Automation will repair or replace defects in materials or workmanship for the purchased mPanel product.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). EMBEDDED AUTOMATION'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FOR THE IN THIS WARRANTY STATEMENT.

FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, EMBEDDED AUTOMATION DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT.

FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY.

NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

EMBEDDED AUTOMATION DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. EMBEDDED AUTOMATION'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH EMBEDDED AUTOMATION IS RESPONSIBLE.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Warranty Forfeiture

The Warranty will be void if:

- Serial numbers or manufacturer seals have been falsified, removed, altered or tampered with
- There is damage to mPanel due to mishandling or improper use

Limited Warranty Exclusions

This limited warranty does not cover:

- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by Embedded Automation
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Problems caused by using accessories, parts, or components not supplied by Embedded Automation
- Products with missing or altered serial numbers
- Products for which Embedded Automation has not received payment
- Damage caused by accidents, including but not limited to, fires, drops and water damage
- Damage cause by acts of God, including but not limited to, floods and earthquakes

Transfer of Warranty

A valid Warranty may be transferred if the current owner transfers the ownership of the system. In addition, the owner must notify Embedded Automation of the transfer and then receive acknowledgement from Embedded Automation that they have received and recorded the transfer.

Customer Support

Order Cancellations

For any order cancellations, *you must contact support within 24 hours of when the order was placed.* Orders not cancelled within the 24 hour grace period are subject to a 25% administrative and restocking fee.

To cancel an order, contact:

mPanel Support (Embedded Automation)

Phone: (604) 596-4999

Email: support@embeddedautomation.com

Returning an mPanel

mPanels can not be returned without an RMA number. Returns without an RMA number will not be accepted and will be returned at your expense.

Once you have received an RMA number, the following applies:

- Unopened mPanels may be returned within 15 days of delivery for a full refund. *“Unopened” means the seal of the mPanel envelope has not been broken.*
- No returns are allowed after 30 days of delivery.
- Before 30 days of delivery, opened mPanels may be returned but will be subject to a 25% administrative and restocking fee that applies to all returned merchandise.

Warranty Service

mPanels can not be warranty serviced without an RMA number. Service shipments without an RMA number will not be accepted and will be returned at your expense.

Replacement mPanel (Swapping)

If it is determined that a replacement mPanel can resolve a warranty problem, Embedded Automation will ship a new or refurbished replacement mPanel to the customer. The customer must provide credit card information during this process. The credit card will only be charged if the customer does not return the defective mPanel with 14 days after receiving the replacement mPanel. If a charge is applied it will be the resale value of a new replacement mPanel. Embedded Automation owns the defective mPanel.

Repairs

Embedded Automation will use new or refurbished parts in performing any Warranty repairs. All mPanel parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the Warranty for the product you bought. Embedded Automation owns all parts removed from repaired products.

If Embedded Automation determines that the defect is not covered under the Warranty, the customer will be notified of the service alternatives.

Shipping To Embedded Automation

Return Material Authorization (RMA) Number

- You must have a Return Material Authorization (RMA) number before you return an mPanel. Returns sent to Embedded Automation without an RMA number will be returned to the sender.

To obtain a RMA number please contact:

Phone: (604) 596-4999

Email: support@embeddedautomation.com

The following information will be required to receive an RMA number:

- Invoice number/information
 - Serial number of the mPanel
- All returns must be shipped within 10 days of receiving a RMA number. Please return the mPanel to:

mPanel Technical Support

#104, 7485 – 130 Street

Surrey, BC V3W 1H8

CANADA

Phone: (604) 596-4999

Preparing for Shipment

Embedded Automation is not responsible for any loss/corruption of stored data, confidential/proprietary/personal information or media.

Packaging

All returns must be sent in original packaging. The customer assumes any costs related to shipping damage as the result of improper packaging.

If the mPanel is being returned as part of the Customer Satisfaction Guarantee, all accessories which were part of the original shipment should be included in the shipment. The customer assumes any costs related to missing accessories.

Shipping Costs

For all returns and repairs, you are responsible for all costs when shipping to Embedded Automation. Insure the shipment or accept the risk of loss or damage during shipment. Embedded Automation is not responsible for lost or damaged shipments.

Embedded Automation is responsible for shipping back to the customer. All repairs and replacements are shipped FEDEX Ground or UPS Ground. Any rush or overnight charges are to be paid by the customer.