

Global Electronics, Ltd.

500 N 56th Street
Chandler, Arizona 85226
Phone: 602-437-8005
CustomerCare@Global-Electronics.com
www.global-electronics.com

Updated 3/2020

Support

Global offers telephone and email support for the Global brands of Hardware and the MSTC brand. It also offers software support for Globals Axcys Security Software. Support is not free. It is billed on an annual basis, normally in December for the coming calendar year. For current prices, and other support options, please visit www.axcys.com.

In the case of new customers or conversions to Axcys, support starts the month in which the product is invoiced – not when installed or shipped. If the invoice occurs mid month, that month begins the life cycle of the support plan that was originally invoiced/purchased.

Limited Warranty Term:

Global Electronics, Ltd. warrants New Axcys Brand of electronic equipment that it manufactures to the original purchaser (Customer/Buyer) for a period of 1 year from date of shipment. e-LocX electronic over locks are warranted for a period of 180 days from date of original shipment. Refurbished units or Replacement Components such as Mother Boards, Daughter Boards or other replacement components or modules are covered for 60 Days. Repairs, unless otherwise noted are covered for 60 days from date of shipment. Batteries are are warranted for 60 days.

For all brands Manufactured by Global Electronics, Ltd.

Global Electronics, Ltd. warrants its products and equipment to conform to its own specifications and to be free from defects in materials and workmanship, under normal use and service, for a period of time (Term) to the original Customer/Buyer. The warranty cover defects in materials and workmanship provided that installation conforms to Global's installation recommendations and proper, timely maintenance procedures have been followed. Items considered to be **wear items**, such as batteries and touch pads, are warranted for a period of 60 days from original date of purchase.

Global Electronics, Ltd. will not be responsible for the dismantling and/or re-installation charges. To utilize this warranty, the Customer/Buyer must be given a Return Materials Authorization (RMA) number by Global Electronics, Ltd. The customer must pay all shipping costs for product.

Global's liability on this warranty shall be limited to the repair or replacement of any product which is returned to the Global, freight prepaid, within the warranty period beginning on the date of shipment from Global and which is found by the Global to be defective in material or workmanship. The Customer/Buyer will be responsible for the cost of removing and reinstalling a defective part or its replacement and all labor and material and all other costs or expenses incurred in connection therewith. Installation services are not warranted past acceptance date or 30 days following first use. Warranty for equipment not manufactured by Global are covered by their original manufacturer warranty.

If failure occurs during the products warranty period please call 602-437-8005 to obtain

Repair Number. This Repair Number MUST be requested while the product is still within its warranty period. Upon receipt of your product, Global will examine and make a determination as to the cause of the defect. If, in Global's sole discretion, it has been determined that the product has failed from a defect, Global will repair or replace the part, free of charge.

Replacement parts may be either new or factory rebuilt. Replacement parts are warranted only for the remaining portion of the original warranty period. Equipment requiring warranty work must be returned to Global freight pre-paid. Return freight to you will be by UPS ground (or equivalent) and will be paid by Global. If faster shipping is desired, the incremental shipping increase will be the sole responsibility of the Customer/Buyer.

This warranty does not extend to normal maintenance. The Customer/Buyer is responsible for all maintenance and installation of products. This warranty does not extend to any product not manufactured by Global Electronics, Ltd. Should a product purchased from Global not perform correctly or require warranty work, the original manufacturer's warranty shall apply. This warranty does not warrant the replacement of batteries that are used to power our products.

This warranty is exclusive and in lieu of all other warranties, expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Global Electronics, Ltd. will not be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties. In no event shall Global Electronics, Ltd. be liable for any incidental or consequential damages due to defect or failure of the equipment.

This warranty will not be modified or varied. Global Electronics, Ltd. does not authorize any person to act on its behalf to modify or vary this warranty. This warranty applies to Global Electronics, Ltd. products only. All other products, accessories, or attachments used in conjunction with our equipment, including batteries, will be covered solely by their own warranty, if any. Global Electronics, Ltd. will not be liable for any direct, incidental, or consequential damage or loss whatsoever, caused by the malfunction of product due to products, accessories, or attachments of other manufacturers, including batteries, used in conjunction with our products.

The Customer/Buyer recognizes that a properly installed and maintained security system may only reduce the risk of events such as burglary, robbery, personal injury, and fire. It does not insure or guarantee that there will be no death, personal damage, and/or damage to property as a result. Global Electronics, Ltd. does not claim that the Product may not be compromised and/or circumvented, or that the Product will prevent any death, personal and/or bodily injury and/or damage to property resulting from burglary, robbery, fire, or otherwise, or that the Product will in all cases provide adequate warning or protection. Global Electronics, Ltd. products should only be installed by qualified installers. The Customer/Buyer is responsible for verifying the qualifications of the selected installer.

Note: The wireless door alarm system uses 433Mhz technology. Other devices at the site such as radio/tv station antennas, high voltage/current power lines, cordless telephones or alarm components may cause interference that will disrupt the operation of the system or may be interfered with by the system. Global Electronics assumes no liability for any problems caused by interference. It is the sole responsibility of the Customer/Buyer to identify and correct such problems.

For all brands NOT Manufactured by Global Electronics, Ltd.

Warranty for equipment not manufactured by Global are covered by their original manufacturer warranty and must be handled directly with the manufacturer.

Exclusions from Warranty:

The warranty will not cover batteries, defects resulting from lightening, misuse, abuse, incorrect installation including but not limited to the use of improper or un-approved power supplies, acts of God, fire, flood, rain, power surge, excessive force applied to product, acts of nature or other circumstances beyond the control of Global Electronics, Ltd.

Please do not remove any components, daughter boards, open enclosures where not directed to in writing, drill holes or otherwise modify the product. Doing so will **void** the warranty.

Repairs

During this warranty period Global Electronics, Ltd. will repair or replace the defective unit in accordance with the following process:

- Customer to obtain an RMA from Global prior to return.
- Product sent to global postage pre-paid. Global will not accept COD or postage collect parcels.
- A copy of the original invoice must be included when returning the defective unit to Global Electronics, Ltd. at the address below.
- The RMA number must be clearly printed on the enclosed invoice copy.

Not Covered

This limited warranty does not cover damages resulting from excessive force applied to product, lightning or other power surges, misuse, abuse, abnormal conditions of operation, or attempts to alter or modify the function of the product.

i Important

This warranty is limited to the repair or replacement of the defective unit and does not include on-site repair or replacement. In no event shall Global Electronics, Ltd. be liable or responsible for any loss or damages, including but not limited to any lost profits, incidental or consequential damages, loss of business, or anticipatory profits arising from the use or inability to use any of its products or services. Global reserves the right to alter, terminate and/or change its warranty at any time, without notice and for any reason.

Out-of-Warranty Repairs

Repairs made after the expiration of the warranty period are subject to a repair charge and the cost of return shipping. Obtain a Repair Number PRIOR to shipment and include this Repair Number clearly printed on your letterhead. Include your name, company, address and telephone number.

Please contact Global Electronics, Ltd. to arrange for any repair service and to obtain repair charge cost information.

500 N 56th Street
Chandler, Arizona 85226
Phone: 602-437-8005
CustomerCare@Global-Electronics.com
www.global-electronics.com