

## CompuCaddy Cart Components Manufacturer's Warranty

(09/26/2019)

- ❖ CompuCaddy mobile computer carts excluding CompuCaddy Power System, accessories, and or additions made to the cart that are not installed by CompuCaddy, will have a 5 year guarantee from the purchase order date. This warranty is applicable for all parts. In addition, this warranty is only applicable to the labor that is performed on the work premises of CompuCaddy and therefore does not cover any labor charge incurred elsewhere.
  
- ❖ This guarantee will be null and void if CompuCaddy deems our product was used outside the scope of what the product was intended for. Furthermore, damage to the product that is considered negligent by the customer will result in a void of the guarantee. If the computer cart itself breaks or malfunctions under intended use by CompuCaddy, CompuCaddy will replace the defective product in accordance with the guarantee once the defective cart has been sent back to CompuCaddy for examination to be proven defective. Please send Defective Cart to:  
**CompuCaddy 935 West Oak St. Louisville, KY 40203-3131**  
CompuCaddy will not be responsible for shipping charges incurred to replace or repair the cart.
  
- ❖ Criteria outside the scope of intended use to void the guarantee will include but is not limited to, accident, negligence, improper assembly, abuse or alteration from manufacturer's specifications.
  
- ❖ Changing of computer hardware from what was specified in the original purchase order can void warranty. CompuCaddy must approve hardware changes to ensure the carts' specifications will be configured for the change. Furthermore, the warranty time limitation is still only applicable to the original purchase order for the cart and is not extended due to an approved components change or addition of new components.
  
- ❖ CompuCaddy reserves the right to amend warranty information at anytime.

## CompuCaddy Power System Components & Accessories Warranty

- ❖ All power system components & accessories manufactured or supplied by CompuCaddy are warranted to be free from defects in material and workmanship under normal use and service.
  
- ❖ The following items with their applicable warranty timeframe are as follows.
  - DC 6amp Charger: 1 year from date of purchase.
  - DC Powerstream (Prime) 150W Charger: 1 year from date of purchase.
  - DC Powerstream/Powerstream Plus (Non-Prime), Epic Power/Epic Power Plus and Stealth Power/Stealth Power Plus Chargers: 2 years from date of purchase
  - DC Power Adapter: 2 years from date of purchase.
  - 10' Hospital Grade Retractable Cord / Curly Cord: 1 year from date of purchase.
  - AC Inverter (when applicable): 1 year from date of purchase.
  - 12V-17 AMP, 12V-35 AMP and 12V-55 AMP Sealed Lead Acid Batteries, Pro-rated:
    - 100% refund applied to cost of replacement battery within first 3 months from date of purchase.
    - 50% refund applied to cost of replacement battery within the 4th month from date of purchase.
    - 25% refund applied to cost of replacement battery within the 5th month from date of purchase.
  
  - 12V-38.4 AMP & 12V-57.6 AMP Lithium Phosphate Battery: 2 years
  - SmartCode Lock: 1 year from date of purchase.
  - ArmorGuard E-Lock: 1 year from date of purchase.
  - LED Keyboard Light: 1 year from date of purchase.
  - LCD Monitor Arms: 1 year from date of purchase.

### CompuCaddy Power System Components & Accessories Warranty (cont.)

- ❖ This warranty is applicable for parts and labor performed only at the work premises of CompuCaddy and therefore does not cover any labor charge incurred elsewhere. CompuCaddy will pay for shipping charges on items that are covered under warranty.
  
- ❖ CompuCaddy reserves the rights to repair, replace, or provide a refund/credit for any item, returned to our factory at CompuCaddy, 935 West Oak Street Louisville, KY 40203, and proven to be defective upon our inspection.
  
- ❖ This warranty does not apply to those items that have been damaged by accident, negligence, improper assembly, abuse, and or alteration from the CompuCaddy specifications. CompuCaddy reserves the right to void this warranty in the instance that the customer was advised on recommended usage and has disregarded the advice and has used the item outside the scope of intended use.