



Information Station Specialists, Inc.

www.theRADIOsource.com

PO Box 51 • Zeeland, MI 49464-0051 • USA

Phone 616.772.2300 • Fax 616.772.2966 • Email ISS@theRADIOsource.com

Warranty Support and Service Information

Lifetime Product Support

Information Station Specialists provides remote technical support 24 hours a day, 7 days a week, for the life of your Information Station Specialists system.

By telephone: Call 616.772.2300 and press 5, 9 am to 5 pm Eastern Time. After hours, press 8 to page a technician.

By email: iss@theRADIOsource.com, 24 hours a day. You will receive a response within 24 hours and/or on the next business day.

For assistance with computer-based audio control systems: Call between the hours of 9 am and 5 pm Eastern Time at 616.772.2300 (and press 5) to have an Information Station Specialists technician work with you live online.

General Warranty

Information Station Specialists, Inc., warrants its products against defects in workmanship for one year from the date products are placed into service. Defective components may be returned prepaid to Information Station Specialists for repair or replacement at no charge during the one-year warranty period. Damage that occurs after delivery, such as from lightning or other physical, electrical/digital sources, including improper use or abuse, is not covered by this warranty. The warranty is void should the configuration of components, hardware or software, including the total system, be modified (or modified with respect to the operating environment) subsequent to delivery.

This is the full and complete warranty for products and services. Information Station Specialists assumes no obligation or liability for additions or modifications to the above warranty unless made in writing and signed by an officer of Information Station Specialists, Inc. Information Station Specialists supplies this warranty in lieu of all other warranties expressed or implied, including warranties of fitness of the product(s) for a particular purpose. In no event shall Information Station Specialists be liable for incidental or consequential damage to the full extent that might be disclaimed by law.

Certain personal computer components, peripherals and software might have warranties that exceed the one-year Information Station Specialists warranty and might begin on the date of sale, e.g.: Dell-brand computer hardware has a three-year onsite warranty with next-day service.

The Information Station Specialists general warranty may be extended beyond one year for an annual charge. Please inquire.

Service Information

The warranty service location is Zeeland, Michigan, USA.

Service contracts are available after expiration of the warranty period. These contracts provide for prompt repair and replacement of defective components in the field. Please inquire for pricing.

Repair parts may be purchased directly from Information Station Specialists, Inc., maintains a 24-hour access line and 24-hour fax and email service to make contact simple and immediate.

The proposed equipment includes diagnostic equipment operators might use to easily identify defective components. Typically, defective modules are removed by users and sent to Information Station Specialists for immediate replacement or repair.

Technical training may be requested of Information Station Specialists at the time of system installation and/or by calling 616.772.2300 to arrange an appointment.