

## Linear General Limited Warranty and Repair Policy

Linear LLC warrants its products to be free from defects in material and workmanship. For the term of the warranty, see the list of products below. **Each product's specific warranty duration is indicated in the Limited Warranty section of the product's instructions.** The warranty expiration date is reflected by a date code that is affixed to all of Linear's products. **This warranty extends only to wholesale customers** who buy direct from Linear or through Linear's normal distribution channels. **Linear LLC does not warrant some products to consumers.** Consumers should inquire from their selling dealer as to the nature of the dealer's warranty, if any.

***Note: All Linear products are designed to be installed and serviced by trained professional installation companies.***

**There are no obligations or liabilities on the part of Linear LLC for consequential damages arising out of or in connection with use or performance of the product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation or reinstallation.**

All implied warranties, including implied warranties for merchantability and implied warranties for fitness, are valid only until warranty expiration date as labeled on the product. **This Linear LLC Warranty is in lieu of all other warranties express or implied.** Some states and countries do not allow limitations or how long an implied warranty lasts or the exclusion or limitation or incidental or consequential damages, so the above exclusions may not apply. The Linear LLC warranty gives specific legal rights in addition to other rights, which may exist and vary from state to state and country to country.

**The following warranty periods apply to Linear branded products:**

1. Linear Security, PERS, Access Control (except as noted); and Security Radio Products (except as noted) — One (1) year
  - a. Linear DXS-LRC, DXS-LRP, DXS-LRW, DXS-62, DXS-62A, DXS-64 transmitters — Two (2) years
  - b. Linear Access Control AE-100, AE-500, AE1000, AE1000PLUS, AE2000, AE2000PLUS, AM3 and AM3PLUS — Two (2) years
2. Linear Audio Amplifiers, Data, and High Definition Video products — Two (2) years. There is no warranty offered on the batteries supplied with the IR remote control.
3. Linear "Active" Video Amplifiers, Modulators, and IR Receivers — Two (2) years
4. Linear "Passive" Video products (filters, splitters, cables, cabinets) — Fifteen (15) years
5. Linear Intercom (DMC & VMC) Masters, Room Stations, and all Speakers except the WG Series — Two (2) years
6. Linear WG Series Speakers — Ten (10) years
7. Linear Central Vacuum power units and accessories
  - a. Red Series power units — Five (5) years
  - b. Platinum Series power units — Ten (10) years
  - c. Accessories (power heads, hoses, attachments, etc.) — Two (2) years
8. Linear Garage Door Operators
  - a. LDO33 — Ten (10) years on the motor, Five (5) years for mechanical, One (1) year on the electronics, Lifetime on the belt and rail
  - b. LDO50, LSO50, LCO75, and LDCO800 — Lifetime on the motor, Five (5) years for mechanical, One (1) year on the electronics, Lifetime on the belt and rail
  - c. MVP — Twenty (20) years on the drive train, Two (2) years on electronics
  - d. Challenger — Ten (10) years on the drive train, Two (2) years on electronics
  - e. MVP SB — Lifetime on the drive train, Two (2) years on electronics
9. Gate Operators
  - a. Models SLR, SLD, SLC, HSLG, GLSG-A, VS-GSLG, SWR, SWD, SWC, VS-GSWG, BGU, BGU-D, BGUS, and SG — Five (5) years after date of purchase to original customer.
  - b. Models LP, GS, and RS — Mechanical (5) years for single family home use and Three (3) years for multiple family and commercial use, Electronics (3) years for single family home use and (2) years for multiple family and commercial use
  - c. Model LRA — Two (2) years after date of purchase to original customer.
10. Commercial Door Operators, all models — Two (2) years
11. Remote Control Radios, all models — One (1) year
12. Access Control products
  - a. PowerKey, all models — One (1) year
  - b. eMerge Legacy, 50P & 5000P, e3 Series — One (1) year
  - c. eMerge e3 ONE BOX — Three (3) years
  - d. Door Gard & Secured Series, all models — Two (2) years
  - e. LS Series & 212LS, all models — Two (2) years
  - f. "e" Series Keypads, all models — Five (5) years

(continued)

**Warranty periods (continued)**

13. CCTV Video Surveillance Products
  - a. Analog Cameras — Three (3) years + Three (3) months (39 months total)
  - b. IP Cameras — Two (2) years
  - c. NVRs & Storage Devices — Two (2) years
  - d. HDDs (AV Class) — Three (3) years
  - e. Video Accessories — One (1) year
  - f. Video Software — One (1) year
  - g. CrystalVue PVDs, all models — Three (3) years + Three (3) months except One (1) year on LCD panel
  - h. PTZ A-series, all models — One (1) year

→See Addendum 1 for special Linear Intercom Masters, Room Stations, Speakers and Central Vacuum Product Line warranty terms. All other conditions apply. See Addendum 2 for Linear's 2GIG brand Return Product Authorization (RPA) Policy.

## **Linear General Limited Warranty and Repair Policy**

The warranty is limited to repair or replacement of products returned, freight prepaid, to Linear LLC. There is NO PROVISION FOR LABOR COST OR OTHER REIMBURSEMENTS OF ANY KIND. Defective products are covered by the warranty with the following exceptions:

1. Failures due to product abuse, negligence, non-factory authorized modifications, improper installation, improper use, and electrical surge including damage from lightning, water damage or other damage due to natural disasters are not covered by the warranty.
2. The warranty shall also be voided by any tampering with the date code, labels or other markings on the product.
3. Products that are damaged in transit to Linear LLC due to improper packaging or by the carrier (shipping company) will not be covered under the warranty. If the product was damaged or lost by the carrier, it is the sender's responsibility to create a claim against the carrier.

The user is responsible for all labor costs associated with removing, reinstalling and returning the product to Linear LLC.

Linear LLC, at its option, will repair or replace the defective product.

Replacements will be made from B-Stock. If an exact replacement is not available Linear LLC, at its option will select the nearest equivalent product. The user is responsible for freight charges to Linear LLC.

Linear LLC will return warranted repaired or replacements by UPS Ground or an equivalent service. A customer may pay the additional costs for second day or next-day service.

All products returned for warranty service require a Return Product Authorization Number (RPA#). Contact Linear Returns at 1-855-546-3351 for an RPA# and other important details.

The following text is added to the warranty for all radio control products (any product that contains a RF receiver or transmitter):

### **IMPORTANT**

Linear radio controls provide a reliable communications link and fill an important need in portable wireless signaling. However, there are some limitations which must be observed.

- For U.S. installations only: The radios are required to comply with FCC Rules and Regulations as Part 15 devices. As such, they have limited transmitter power and therefore limited range.
- A receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings.
- Changes or modifications to the device may void FCC compliance.
- Infrequently used radio links should be tested regularly to protect against undetected interference or fault.
- A general knowledge of radio and its vagaries should be gained prior to acting as a wholesale distributor or dealer, and these facts should be communicated to the ultimate users.

### **Addendum 1—Linear Limited Warranty Special Product Line Warranty Considerations**

For Intercom Masters, Room Stations, Speakers and Central Vacuum Product Line, the following warranty considerations also apply.

The warranty period begins on the later of (a) the date of purchase of this product or (b) the date of closing on a new residence in which this product was originally installed. If neither proof of purchase nor proof-of-closing are provided, the warranty is 2 ½ years from the date of production. The warranty extends to the original home owner with the product and to each subsequent home owner during the term of the warranty. Linear LLC will repair or replace, at its option, products at no charge. Products supplied under this warranty may be new or rebuilt at the option of Linear LLC. Products returned to Linear LLC must contain all component parts.

If during the warranty period the product appears to have a defect, please contact Linear Returns at 1-855-546-3351 prior to dismantling. Dismantling the product prior to calling may void the warranty.

## **Return Product Authorization (RPA) (Defective Product Only)**

All defective products returned to Linear LLC for repair or replacement must be pre-approved by Linear Returns and have an RPA number assigned to the return. Please call Linear Returns at 855-546-3351 or send an e-mail to [returns@linearcorp.com](mailto:returns@linearcorp.com). An Application Engineer will troubleshoot and verify the product defect and assign a Troubleshooting Ticket Number. The inquiry will then be forwarded to Linear Returns to process the RPA.

The following information must be provided to Linear before any RPA number will be assigned to authorize the return:

1. Troubleshooting Ticket Number
2. Customer's Name
3. Customer's Shipping Address. (PO Boxes cannot be used)
4. Customer's Telephone Number.
5. Customer's Contact Name.
6. The Part Number(s) being returned.
7. The Quantity of each item being returned.
8. The Product's Date Code. (There is a label on all of Linear's product that indicates the date of manufacture of the product. This number displays the month and year that the product was manufactured. For example, the number MD0712 indicates a manufacturing date of December 2007. Products where this number has been removed or altered will be treated as out of warranty.)

### **Terms of Conditions for All RPA Returns**

The following terms apply to both in-warranty and out-of-warranty product returns:

1. Product that has been out of warranty for more than five years (except as noted below) will not be accepted and returned at the sender's expense.
  - a. DXS-LRC, DXS-LRP, DXS-LRP-BK, DXS-LRW, DXS-62, DXS-62A, DXS-64 transmitters that have been out of warranty for more than one (1) year will not be accepted and returned at the sender's expense.
2. Product that has been used cannot be returned for credit. All products will be repaired or replaced.
3. Defective products that are part of a system kit will not be accepted for repair as a kit. Individual kit components should be returned for repair using the product's actual part number.
4. Products must be returned to Linear LLC intact. Sub-assemblies will not be accepted and will be returned at the sender's expense. The product must be packaged such that it will not be damaged as a result of shipping and handling. Products that are damaged in transit to Linear LLC due to improper packaging or by the carrier (shipping company) will not be covered under the warranty. If the product was damaged or lost by the carrier, it is the sender's responsibility to create a claim against the carrier.
5. Linear LLC reserves the right to return products received for repair with new or reconditioned product. Linear will make this determination once the product has been received and reviewed. If an exact replacement is not available, Linear reserves the right to choose the nearest equivalent product.
6. The RPA number must be clearly indicated on the outside of the shipping carton. Product that is returned without the proper labeling will be returned at the sender's expense.
7. The return shipping address will be assigned at the time the RPA number is assigned. This address will vary depending on the repair facility or location of origin.
8. Shipping charges to Linear LLC are the responsibility of the sender. Linear will return repaired "in warranty" product at Linear's expense. "Out of warranty" repairs will be shipped at the customer's expense.
9. Quantities, part numbers, and date codes will be verified upon receipt. Linear's determination of these attributes will be considered final.

Linear LLC reserves the right to refuse any returned product if any of the above criteria are not met regardless of any prior arrangements. Product that is refused will be returned at the sender's expense. All RPA's will be processed within 90 days of receipt.

### **Out Of Warranty Repair**

Product being returned out of warranty, due to expired warranty or altered labels must be assigned a purchase order number in order to process the charged repair. Charges for any repair will be provided at the time the RPA number is issued for the return. If the product reflects an expired warranty date code and was purchased within the defined warranty period, Linear LLC will accept a copy of the formal bill of sale (invoice) that indicates the actual purchase date in lieu of the warranty date code.

## **Addendum 2—Linear’s 2Gig Brand Return Product Authorization (RPA) Procedures**

1. **Returns.** Any return of any 2GIG Brand Product, other than defective Products, shall be subject to Linear’s consent, which may be given in Linear’s sole discretion. If non-defective Products are allowed to be returned, (i) cash refunds shall not be given for such returned Products, only credit memos, and (ii) any returned Products must be returned in new, unused, resalable condition, including all original boxes and packaging materials (which shall not be torn or damaged), parts and documentation, manuals and unmarked warranty registration cards, if any. Returns shall be subject to a restocking fee. **IN NO EVENT WILL LINEAR ACCEPT RETURNS OF ANY PRODUCT THAT HAS BEEN DISCONTINUED OR THAT HAS BEEN REVISED OR UPDATED.**
2. **Support.** During the term of this Agreement, Linear shall provide technical support at no additional cost to the Dealer. Linear shall have no obligation to provide support to Dealer’s customers.
3. **Limited Warranty.** Linear warrants to Dealer that the Products purchased by Dealer hereunder will be free from defects in material and workmanship for the periods indicated in the Limited Warranty section of the product’s instructions.
4. **Conditions.** The warranty does not apply to: (i) damage incurred in shipping or handling; (ii) damage caused by disaster such as fire, flood, wind, earthquake or lightning; (iii) damage due to causes beyond the control of Linear such as excessive voltage, mechanical shock or water damage; (iv) damage caused by unauthorized attachment, alterations, modifications or foreign objects being used with or in conjunction with the Product; (v) damage caused by peripherals, sensors or other products used in connection with the Products (except for Products supplied by Linear); (vi) defects caused by failure to provide a suitable installation environment for the Products; (viii) damage caused by use of the Products for purposes other than those for which they were designed; (ix) damage from improper maintenance; (x) damage arising out of any other abuse, mishandling or improper application of the Products; (xi) damage resulting from disassembly or repair in such a manner as to adversely affect performance or prevent adequate inspection or testing to verify any warranty claim; (xii) Products that are not identified with the 2GIG brand product label and lot number or serial number; or (xiii) returns based on Product revision level or software version.
5. **RPA Form and Number.** Returned Products must be accompanied with a Return Product Authorization Form (“RPA Form”) and identified by a Return Product Authorization number (“RPA#”) for each return shipment, which must be set forth on the RPA Form. Contact Linear’s Returns Department at 855-546-3351 or send an e-mail to [returns@linearcorp.com](mailto:returns@linearcorp.com) for an RPA Form, an RPA# and other important return details. RPA#s are valid for 30 days from the date of issuance. Products that are returned without a completed RPA Form will not be accepted. Only the specific items covered by the RPA Form will be accepted. All other items will be returned to Dealer at Dealer’s expense.
6. **Repair or Replacement.** Linear will verify the existence of defects in returned Products and will determine whether Products will be repaired or replaced or a credit memo issued. Defective Products to be replaced will be replaced with either new or factory refurbished parts that have been tested to meet the original specifications and performance criteria. If a returned Product is determined not to be defective or outside of warranty coverage, it will be returned to Dealer at Dealer’s cost unless Dealer makes alternate arrangements for out of warranty service. Repaired or refurbished Products typically will be shipped to Dealer within 10-15 business days. Unless other arrangements have been made, Products will be returned using ground transportation service.
7. **Out of Warranty Repair Pricing.** For details, contact Linear’s Returns Department at [returns@linearcorp.com](mailto:returns@linearcorp.com)
8. **Shipping Instructions.**
  - a. Products must be shipped pre-paid to Linear to the address provided on the RPA Form.
  - b. Complete the RPA Form, filling in each required field and attaching all required information. Keep a copy for your records. In particular, verify the accuracy of your contact information.
  - c. Include a copy of the completed RPA Form in each box you ship.
  - d. Remove or disconnect the batteries from all Products. Note: The Federal Aviation Administration and Department of Transportation prohibit the shipment of “Live” equipment by air. This includes products that are battery powered and could possibly receive or transmit RF signals during transport.
  - e. Pack and seal boxes with proper packing tape.
  - f. Ensure that all Products are protected from shipping damage and electronic static discharge.
  - g. Write the RPA# on the top and sides of each box shipped.
  - h. Each box must weigh less than 50 lbs.
  - i. Returned Products must be complete, not disassembled or partial.
  - j. All RPA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Retain the tracking information for your records. Dealer is responsible for returned Products until received by Linear.
9. **Delivery Information.** Repaired or replaced Products returned within the applicable warranty period will be returned to Dealer, pre-paid by Linear, and will be shipped via ground transportation. Products repaired outside the warranty period will be shipped, via ground transportation service, and shipping charges will be included on an RPA invoice. If an email address was provided at the time the RPA was requested a tracking number will be emailed to that address. All such shipments will be FOB shipping point, and title and risk of loss will pass to Dealer when accepted for shipment by the freight company. Linear will ship via its preferred carrier. Linear reserves the right to make partial shipments. Linear will determine the point of shipment. Products may ship from multiple locations.

## **Returned Material Authorization (RMA) (Overstock Product Only)**

All product returned to Linear LLC must be pre-approved by an Internal Sales Representative and have an RMA number assigned to the return. Please call 800-421-1587 or 760-438-7000 and ask to talk to your Internal Sales Representative. The following information must also be made available before any RMA number is assigned to the return:

1. Customer Name.
2. Customer's Shipping Address. (PO Boxes cannot be used)
3. Customer's Telephone Number.
4. Customer's Contact Name.
5. The Part Number(s) being returned.
6. The Quantity of each item being returned.
7. The Product's Date Code. (There is a label on all of Linear's product that indicates the date of manufacture of the product. This number displays the month and year that the product was manufactured. For example, the number MD0712 indicates a manufacturing date of December 2007. Products where this number has been removed or altered will be treated as out of warranty.)
8. A Purchase Order Number. (The customer must issue a Purchase Order Number prior to processing the return)

### **Terms of Conditions for All RMA Returns**

The following terms apply to overstock product returns for credit:

1. If the product is missing the Date Code label, or if the date code reflects your product has an expired warranty, you cannot return the product for credit. Linear will accept a copy of the formal bill of sale (invoice) that indicates the actual purchase date in lieu of the warranty date code.
2. All RMA requests in excess of \$500 will require approval from the Regional Sales Manager.
3. There will be a 25% restocking fee on all accepted product for overstock. A Purchase Order must be attached to the RMA authorizing this restocking fee. The restocking fee will be waived if a new Purchase Order for a minimum of 150% of the value of the returned product is received with the RMA request.
4. The cost of shipping to Linear is the responsibility of the sender.
5. Product that has been used cannot be returned for credit. Return of used product must follow the RPA procedures.
6. RMA numbers are valid for 30 days, after which time the RMA number is canceled. Linear will not accept product under a canceled RMA number. The product will be returned at the sender's expense. A new RMA number must be obtained before the product can be returned to Linear.
7. Products/kits must be returned to Linear LLC with all parts intact. Products or kits that are missing hardware or components will be deemed to be incomplete and will be returned at the sender's expense. Customer Service will notify the sender prior to shipping for this reason.
8. All returned product must be in new resalable condition and have its original packaging intact. Products that have been deemed by Linear LLC to be nonviable inventory will be returned to the sender. Customer Service will notify the sender prior to shipping for this reason.
9. Please clearly indicate the assigned RMA number on the shipping carton. Do not write directly on the packaging, which would render it as nonviable packaging. Individual packages may need to be protected with an over carton, palletized shipments should be shrink wrapped and marked on the exterior.

The return shipping address will be determined when the RMA is assigned. The address will vary depending on the warehouse of origin.

Quantities, part numbers, and date codes will be verified upon receipt. Linear's determination of these attributes will be considered final.

All RMA's will be processed within 90 days of receipt. Credit will be issued to the customers account based upon the following factors.

1. The quantity of each product returned.
2. The condition of the packaging. (Packaging condition will discount the actual number of units credited.)
3. The completeness of product returned. (Incomplete products will discount the actual number of units credited.)

Linear LLC reserves the right to refuse any returned product if any of the above criteria are not met regardless of any prior arrangements. Product that is refused will be returned at the sender's expense.

## **Returned Material Authorization (RMA) (Advance Replacements)**

Linear LLC does not routinely issue advance replacements for defective equipment. Dealers and distributors are expected to carry stock in order to service their customers for replacement purposes. (See RPA Policy for repair procedures) However, Linear will consider sending Advance Replacements for equipment on an emergency basis.

If it is determined by Tech Services that a product is defective, in warranty, in immediate need of replacement, and recorded as such in the Troubleshooting Ticket File, Linear LLC will issue an RMA and enter a Sales Order to accommodate the request for replacement product. The customer will be charged for the replacement product. Linear will pay for normal shipping charges, any expedited shipping (i.e. Fed-X, UPS Red, UPS Blue, etc.) will be paid by the customer.

A standard RMA for credit will be issued and the above guidelines will be followed with the following exceptions:

1. A Sales Order and Invoice will be generated authorizing the advance replacement. The customer will be charged for the replacement product.
2. The customer must provide Linear with a Purchase Order at the time that the replacement product request is made. This Purchase Order is required to cover the cost of the product and any expedited shipping costs.
3. The customer has 30 days to return the product in order to receive the offsetting credit to their account. If the product is not received within 30 days, no credit will be issued and the payment for the replacement product will be due immediately.
4. If the product returned does not meet the warranty requirements for normal wear and use, the product will be returned at the sender's expense. No credit will be issued and payment for the replacement product will be due immediately.

Returned equipment should be package in the same packaging as the replacement product to avoid additional damage in shipment.

The RMA number must be clearly indicated on the outside of the shipping carton. Product that is returned without the proper labeling will be returned at the sender's expense.

The cost of shipping to Linear is the responsibility of the sender.

Credits will be processed within 30 days of receipt of the product.

All other criteria for RMA's and RPA's will apply as stated in the above policies.