



Revised 01/14/17

Refurbished Machine and Equipment Warranty

MPT warrants that the refurbished product, to be free from defects in workmanship and materials for a period of ninety (90) days from the date of shipment. Refurbished products are covered under a parts exchange warranty for hardware, manufacturing, and/or power related issues (excluding power surges and/or electrical spikes). If the refurbished product fails during normal and proper use within the warranty period MPT will, at MPT discretion, repair or replace the product using new or refurbished parts that are equivalent in performance and reliability. Refurbished products feature internal components that are not end user replaceable and therefore are warranted in the same manner as the complete unit. This warranty applies only to products that are refurbished on the date of shipment. Please keep the original purchase invoice for any future service requests. If the refurbished product is covered under this warranty, the ownership of the replaced defective parts will automatically be transferred to MPT. All components repaired or replaced by MPT will be under warranty for the remaining period of warranty, or for no less than (30) days.

Refurbished Shipping Terms

MPT will cover the shipping cost of ground shipping in the unit back to the customer after service and repairs are completed for warranty claims (expedited shipping is available upon request with an additional fee).

General Product Warranty Service Terms

Refurbished devices cover parts only. Service is not covered.

Limitations of Liability

If the product fails during normal and proper use within the warranty period, MPT will, at its discretion, repair or replace the defective parts within the product, or the product itself, with items that are functionally equivalent to that as originally supplied, or better, during the warranty period defined for the model, using new or refurbished parts or units. If the product is under warranty, the ownership of the replaced defective parts will automatically be transferred to MPT. All components repaired or replaced by MPT will



be under warranty for the remaining period of your warranty or 30 days, whichever is longer.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, AND ASUS SPECIFICALLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.

IF THIS PRODUCT FAILS TO WORK AS WARRANTED ABOVE, THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND MPT SOLE LIABILITY SHALL BE REPAIR OR REPLACEMENT. MPT MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION UNDER NORMAL USE. ALL MPT WARRANTY TERMS AND AGREEMENTS ARE NON-TRANSFERABLE AND ONLY APPLY TO THE ORIGINAL UNIT AND ORIGINAL PURCHASER. MPT IS NOT LIABLE FOR A CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

Exclusions from this Limited Warranty Service

MPT does not warrant uninterrupted or error-free operation of this Product. Any technical or other support provided for the Product under warranty, such as assistance via telephone with "how-to" questions and support regarding product setup and information will be provided without warranties of any kind.

The Product Warranty only covers failures or malfunctions that occurred within the warranty period with normal and proper use. The warranty will not apply if:

1. The serial number of the MPT product, components or accessories has been altered, cancelled, removed, or otherwise not valid as identified by MPT;
2. The product has been tampered with, repaired and/or modified by non-authorized personnel;
3. The product warranty seals have been broken or altered;
4. There is damage caused by natural disaster, intentional or unintentional misuse, abuse, neglect, acts of war, improper maintenance, or use under abnormal conditions;
5. There is damage caused by accidental drops, spills, fire, or power surges.
6. There is damage from improper installation, improper connection, or use of parts and/or components not manufactured or sold by MPT;



7. There is damage from use outside of the operation or storage parameters or environment detailed in the User's Manual or reasonably acceptable for similar product usage models deemed industry standard best practices;
8. There is damage to or loss of any program, data or removable storage media, or if there are costs from recovering any program or data;
9. There is damage from third party software or from virus(es);
10. There is software loss or data loss that may occur during repair or replacement.
11. Support and costs involved to install or configure the product for any third party software application or hardware device, or network/wireless configuration.
12. Due to technology limitations, some devices (e.g. PLC's and software) may be limited or discontinued based on OEM support of their product. These limitations are common to defined standards within the hardware industry and are not specific to your MPT product.
13. You have failed to follow all return materials authorization ("RMA") instructions provided to you by MPT.

MPT is not responsible for:

- Software loss that may occur during the repair or replacement of the Product (if applicable).
- Damage to or loss of any program, data, or removable storage media, or for costs of recovering any program or data (if applicable).

Refurbished Return Merchandise Authorization Service Terms

During the Limited Warranty Period as stated above, MPT will, at its sole discretion, repair or replace any defective component. All spare parts or modules removed under this limited warranty period become the property of MPT. The terms and conditions of this Limited Warranty constitute the complete and exclusive warranty agreement between you and MPT for the product and supersede any prior agreement or representations made in any MPT sales document, literature or advice that may be provided to the customer by any MPT representative in connection with the customer's purchase of the product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized MPT representative.



If Service is required:

Returning your product to MPT during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving your product, MPT reserves the right to check the validity of your warranty and your request for warranty service. Neither MPT, MPT Service Centers, MPT Authorized Service Providers, nor your authorized MPT product reseller are responsible for any of your confidential, proprietary or personal information contained in the product which you return to MPT for any reason. You should remove all such information from the product prior to its return. MPT is not responsible for damage or loss of any personal data, programs, or removable storage media. MPT is not responsible for the restoration or reinstallation of any data or programs other than software installed by MPT when the product was manufactured.

Before contacting MPT:

- Back up all your personal data and remove any confidential, proprietary information on the hard drive (PLC). MPT will not be responsible for any loss of your own programs, data or information.
- Ensure you have the following information readily available: your MPT product's model name, serial number, sales invoice/receipt with date of purchase and warranty card. You will be required to provide proof of purchase before warranty service can be performed.
- Make sure you are in front of your ASUS product and have your product turned on (if possible) when you call to perform troubleshooting procedures.

When preparing your product for shipment to MPT, you will need to observe the following:

- MPT recommends that the product be returned in its original packaging the replacement came in. The original packaging will provide better protection for your product during transit. Warranty may be voided if the product is damaged due to improper packaging. Original packaging may not be returned once service is completed.
- Please do not send in anything but the product itself unless specially requested by MPT. Any other items and accessories included in the package received by MPT will be treated as packaging material, and may not be returned.



Please note:

If your product is received packed in anything other than its original packaging, MPT Service Site may charge you for appropriate anti-shock packaging when your product is returned.

The MPT Warranty & Technical Parts Group

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