JTECH

Limited Product Warranty

Commercial Digital Signage & Hardware

This Limited Warranty applies to JTECH Global Enterprises Inc. (“JTECH”) digital display products and related hardware supplied for commercial use. This warranty is intended for professional installations and does not apply to consumer applications.

JTECH warrants that its products will be free from defects in materials and workmanship under normal commercial use and proper installation conditions.

This warranty applies only to the original purchaser and is non-transferable unless approved in writing by JTECH.

1. WARRANTY TERM

- **LED & LCD Display Products:** Two years with optional third year – Parts Only, from the original invoice date.
- **Batteries & Battery-Based Components:** One (1) Year – Parts Only.
- **Extended Warranty Options:** Must be purchased at the time of order and noted on the sales invoice.

2. COVERED COMPONENTS

This warranty covers failure of internal electrical components **due to manufacturing or material defects.**

LED Display Components

- LED modules
- Power supply units
- Receiving cards
- Sending cards (when supplied by JTECH)
- Internal power and data cabling
- Factory-installed control electronics

LCD Display Components

- LCD panel
- Internal power supply
- Main board
- T-Con board
- Internal cabling

Coverage applies only to functional hardware failure, defined as a component that ceases to operate as intended due to internal electrical or manufacturing defect.

3. PIXEL & PANEL ACCEPTANCE POLICY

Due to the manufacturing process of LED and LCD displays, minor pixel or color variations may occur and are considered normal.

LED Pixel Policy

A module qualifies for warranty replacement only if one of the following conditions occurs:

- More than 0.01% of total pixels per module are non-functional, OR
- A cluster of five (5) or more contiguous failed pixels occurs in a central viewing area, OR
- A full module failure occurs

The following are not considered defects:

- Isolated pixel failure
- Minor color variation
- Brightness reduction from normal aging
- Cosmetic damage
- Pixel damage caused by impact, handling, or transport

JTECH reserves sole discretion in determining pixel failure eligibility.

LCD Panel Policy

The following are not considered defects:

- Dead pixels within manufacturer ISO tolerance
- Backlight bleed or mura within manufacturer specifications
- Image retention or burn-in
- Gradual brightness degradation
- Cosmetic panel damage
- Non-contiguous pixel defects (scattered)
- Pixel defects outside the primary viewing area
- Cosmetic edge pixel issues not visible at standard viewing distance

Panel replacement will only be approved when failure exceeds the LCD panel manufacturer's accepted tolerance standards.

4. RENTAL & HIGH-HANDLING USE

Products used in:

- Rental environments
- Touring productions
- Trade shows
- Temporary installations
- Mobile setups where displays are on wheels
- Frequent setup and teardown applications are covered only for internal electrical component failure

The following are not covered under these use cases:

- Physical LED damage
- Edge damage
- Impact damage
- Pixel damage caused by handling or transport

5. INSTALLATION REQUIREMENTS

Displays must be installed in accordance with JTECH guidelines.

For externally mounted displays, a minimum clearance of four (4) inches must be maintained to allow proper ventilation and service access.

Failure to provide adequate ventilation or service clearance may void warranty coverage.

6. EXCLUSIONS

This warranty does not cover damage or failure resulting from:

- Accidental or impact damage
- Improper installation or mounting
- Insufficient ventilation or airflow
- Electrical surges or improper voltage (We suggest the use of a surge protector)
- Environmental exposure (water, lightning, excessive sun exposure, etc.)
- Abuse, misuse, vandalism, or neglect
- Cosmetic damage
- Integration into non-compliant enclosures or kiosks
- Unauthorized repairs or modifications
- Serial number removal or alteration
- Damage during shipping not arranged by JTECH or not insured

7. THIRD-PARTY HARDWARE & SOFTWARE

This warranty does not cover external hardware or software including, but not limited to:

- Media players
- LED/LCD controllers not supplied by JTECH
- Sensors or environmental equipment
- Third-party control systems
- Software platforms not provided by JTECH

Software licenses are non-transferable unless otherwise approved. In the event of a warranty replacement, JTECH may transfer licenses at its discretion.

8. WARRANTY SERVICE PROCESS

Warranty repairs will be completed by shipping replacement components directly to the end user for self-installation, with step-by-step guidance from a JTECH repair technician. Most Digital Signage components are designed to be replaced with minimal effort.

To initiate a warranty claim, the customer must notify JTECH in writing and follow JTECH warranty and troubleshooting guidelines. Remote troubleshooting must be completed before any warranty remedy is authorized. JTECH will provide technical support by phone, video call, and/or email as needed to diagnose the issue and confirm a hardware failure.

Once a hardware failure has been confirmed, JTECH will determine the appropriate remedy, which may include:

- Advance replacement of the defective component. Replacement parts will be shipped by courier with installation guidance from JTECH where applicable.
- Return-to-base (depot) repair. If replacement parts are unavailable or depot repair is determined to be the appropriate solution, the defective component may be returned for repair.

For advance replacements, faulty components must be repackaged using the original replacement-part packaging whenever possible. After proper packaging has been confirmed, courier collection will be arranged. For approved return-to-base warranty repairs, repaired components will be returned to the customer by courier at no cost to the customer.

9. SHIPPING & PACKAGING

All costs of shipping, return shipping, customs clearance, duties and other similar charges related to JTECH Digital Signage products will be the responsibility of the end user.

JTECH assumes no liability for damage caused during transit due to inadequate or improper packaging. Customers are responsible for ensuring that returned products and components are securely packaged. Freight insurance is recommended.

If a returned product or component is inspected and found to be in full working order, the warranty claim may be considered invalid and all associated shipping, inspection, repair, and handling costs may be charged to the customer. All suspected hardware failures should be reported promptly so troubleshooting and warranty procedures can begin as quickly as possible.

10. LABOR

This warranty is a Parts-Only Warranty.

The following are not included:

- On-site labor
- Installation or removal labor
- Lift equipment
- Travel expenses

Labor services may be provided under a separate written agreement with fees.

11. RETURN POLICY

Standard products may be returned within fourteen (14) days of delivery with prior authorization.

Returned products must:

- Be unused
- Be in original packaging
- Include all accessories

Original shipping fees and return shipping fees are the customers responsibility. Restocking fees may apply. Custom, OEM, or bespoke products are non-returnable.

12. LIMITATION OF LIABILITY

JTECH's total liability under this warranty shall not exceed the original purchase price of the defective component.

JTECH shall not be liable for:

- Loss of revenue
- Loss of profits
- Business interruption
- Rental losses
- Downtime
- Consequential or incidental damages

13. EXCLUSIVE REMEDY

Repair or replacement of defective components is the sole and exclusive remedy under this warranty.

Except as expressly stated herein, JTECH makes no other warranties, express or implied, including merchantability or fitness for a particular purpose.

Except for the warranties expressly stated above, no other warranty, whether express, implied, or statutory, is provided by JTECH with respect to the hardware.