



PDC Facilities, Inc. | 700 Walnut Ridge Drive | Hartland, WI 53029

Limited Warranty & Service Agreement Information

Limited Warranty:

PDC Facilities, Inc. (PDC) warrants the Products listed in the Product Table to be free of manufacturing defect only for the period listed within the table.

The Limited Warranty begins immediately upon Commissioning and/or completion of the order.

The Limited Warranty is the sole and exclusive agreement provided by PDC to the Customer. There are no other Warranties of any kind, express or implied, including implied warranties of merchantability and fitness for a particular purpose. This Warranty applies only to the Customer and does not extend, expressly or by implication, to any third party without the specific written consent and acknowledgment of PDC. Customer's exclusive remedy and PDC's maximum liability for any-and-all loss, injury, damage, cost or expense of customer arising out of or in any way related to any defect covered by this Warranty shall be the obligations of PDC set forth herein. PDC is not liable to any party for incidental or consequential damages of any sort, including, but not limited to, personal injury and damage to property, whatever the cause, arising out of any defect in or failure of the products and Customer hereby waives any-and-all claims for any such damages.

PDC's obligation to provide the Warranty shall terminate upon Customer's failure to make any payment when due or other breach of Customer's or Contractor's obligations to PDC.

All replacement Products are to be removed and installed by the original installer or Customer. Labor to remove and reinstall Products is not covered under this warranty.

PRODUCT TABLE

Product	Warranty Term in Months
MRI Safe UHD Video Display	12
Video Display Bezel	12
RGB LED Illuminated Wall Panels	36
White LED Recessed Can Light Fixture	36
White LED Bulbs	36
RBG LED Soffit Lights	36
Technologist Tablet / Control Station	12
Patient Tablet	12
MR Compatible Speakers	12
Blu-Ray / DVD Player	12
My Device HDMI Connection for Third-Party Content	12
Receiver	12
Wireless Access Point	12
Control Rack & All Components Contained Within	12
Portable Video Display (PVD)	12
MR Compatible HD Cameras	12



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Service Agreement:

Service Agreements are available from PDC. A Service Agreement is available for customers who have purchased any of the equipment and software listed within the Product Table herein. Service Agreements generally take effect when PDC's Standard Warranty expires.

The Service Agreement is effective as of the date the agreement is signed. The agreement may continue for a period of three (3) years or five (5) years.

Pricing of the Service Agreement is determined by the equipment and software being covered. The total price of the Service Agreement is divided out into annual payments, over the period agreed upon. The first payment is due upon the effective date and all future payments on the anniversary of the effective date.

An internet connection to the PDC control cabinet is required for the Service Agreement. The Customer is required to provide and pay for the internet connection.

PDC will repair or replace equipment listed in the Product Table that fails to perform as originally installed.

Exceptions to coverage include repairs or replacement necessitated by damage to the equipment caused by circumstances beyond PDC's control, including, without limitation, acts of God, weather conditions, vandalism, power failure or power surge, water damage, smoke, fire, improper cleaning, chemical spill, accidental damage, misuse, an act or omission of Customer or any third party not under PDC's control, improper maintenance, defects caused by unauthorized work, maintenance modification, repairs or replacement performed by others, without PDC's prior written consent.

Product Table						
Product	Replacement Parts Shipped to Customer Free of Charge	Installation by Customer at Customer's Expense	Installation by PDC or Contractor at PDC's Expense	Internet Download Provided by PDC When Possible	Telephone Support from PDC	Defective Part Returned to PDC at PDC's Expense & Direction
RGB LED Strips, Wall Panels & Cove Lights	•	•			•	•
White LED Recessed MRI Safe Can Lights & Bulb	•	•			•	•
LED Directional Lights	•	•			•	•
2x2 Illuminated Panel	•	•			•	•
DC Lighting Control System with Dimming Capability	•	•			•	•
MRI Safe UHD Ceiling Video Display	•		•		•	•
Video Display Bezel	•		•		•	
Technologist Tablet w/ Theme & Lighting Control App	•		•	•	•	•
Patient Tablet w/ Theme & Lighting Control App	•		•	•	•	•
MR Compatible Speakers	•	•			•	•
Blu-Ray / DVD Player	•	•			•	•
My Device HDMI Connection for Third-Party Content	•	•			•	•
Receiver	•	•			•	•
Wireless Access Point	•	•			•	•
Control Rack & All Components Contained Within	•	•	•		•	•
Software & Theme Updates if/when Available	•		•		•	
Portable Video Display (PVD)	•		•		•	•
MR Compatible HD Cameras	•	•			•	•