

COMPREHENSIVE PRODUCT WARRANTY

Warranty Period: 12 months from date received

Coverage Territory: United States

WARRANTY COVERAGE

What is Covered

This warranty covers defects in materials and workmanship under normal use and service conditions for the specified warranty period from the date of original purchase. We will, at our sole discretion, repair or replace any product or component that fails due to manufacturing defects or material failures during normal operation within the warranty period.

Warranty Period Commencement

The warranty period begins on the date of original purchase from an authorized dealer or directly from Livescanner LLC. Proof of purchase is required for all warranty claims.

COMPREHENSIVE WARRANTY EXCLUSIONS

Electronic Component and Circuit Protection Modifications

CRITICAL: This warranty is IMMEDIATELY AND PERMANENTLY VOID if any of the following modifications are made to the product:

Fuse and Overcurrent Protection

- Removal, replacement, or modification of any factory-installed fuse, fuse holder, circuit breaker, or overcurrent protection device
- Installation of fuses with different amperage ratings than factory specifications
- Bypassing or short-circuiting any protective device
- Modification of fuse holder mounting, wiring, or physical configuration
- Use of non-OEM fuses or protection devices, even if rated identically to factory specifications

Wiring Harness and Electrical Connections

- Cutting, splicing, or modifying any portion of the factory wiring harness
- Adding, removing, or relocating electrical connections
- Modification of connector pinouts or terminal assignments

- Installation of aftermarket electrical components that interface with factory wiring
- Alteration of wire gauge, insulation type, or routing paths

Circuit Board and Electronic Component Modifications

- Removal or replacement of any electronic components, including but not limited to resistors, capacitors, inductors, integrated circuits, or discrete semiconductors
- Modification of printed circuit board traces, vias, or ground planes
- Addition of external components that alter circuit characteristics
- Reflowing, resoldering, or reworking of factory solder joints
- Installation of aftermarket firmware or software modifications

Physical and Mechanical Modifications

- Drilling, cutting, grinding, or machining of any housing, enclosure, or structural component
- Modification of mounting points, brackets, or attachment hardware
- Alteration of ventilation openings, cooling systems, or thermal management components
- Removal or modification of labels, serial numbers, or identification markings
- Disassembly beyond user-serviceable components as defined in the user manual

Environmental and Operational Exclusions

- **Overcurrent Conditions:** Damage caused by electrical current exceeding rated specifications
- **Overvoltage/Undervoltage:** Operation outside specified voltage ranges
- **Environmental Extremes:** Exposure to temperatures, humidity, or atmospheric conditions outside published specifications
- **Contamination:** Damage from water, moisture, chemicals, salt spray, or other environmental contaminants
- **Mechanical Stress:** Damage from excessive vibration, shock, or physical impact
- **Electrical Anomalies:** Damage from power surges, lightning, electromagnetic interference, or grid anomalies

Misuse and Abuse Exclusions

- **Improper Installation:** Damage resulting from installation procedures not following manufacturer specifications
- **Unauthorized Repairs:** Any repair attempts by non-authorized personnel or facilities
- **Misapplication:** Use of product in applications for which it was not designed or rated
- **Negligent Operation:** Damage from failure to follow operating procedures or safety guidelines
- **Inadequate Maintenance:** Failure to perform required maintenance as specified in product documentation

Third-Party Integration Exclusions

- **Compatibility Issues:** Problems arising from integration with third-party components or systems
- **Interface Modifications:** Damage caused by non-standard connections or signal conditioning
- **System Integration:** Failures resulting from system-level design or integration issues beyond the scope of the individual product

TECHNICAL SPECIFICATIONS AND LIMITATIONS

Electrical Specifications Compliance

All warranty coverage is contingent upon operation within published electrical specifications, including but not limited to:

- Input voltage ranges and tolerances
- Current consumption limits
- Power factor requirements
- Frequency response characteristics
- Load impedance specifications
- Environmental operating conditions

Component Lifecycle Considerations

Certain components have inherent lifecycle limitations and are subject to normal wear:

- Electrolytic capacitors (aging and ESR drift)
- Mechanical relay contacts (contact wear and coil degradation)
- Cooling fans and motors (bearing wear and performance degradation)
- Connector contacts (insertion/removal cycling limits)

Firmware and Software Provisions

- Factory firmware and software are warranted against defects
- User-installed firmware modifications void all warranty coverage
- Software compatibility with third-party applications is not warranted
- Future software updates may alter product functionality and are not guaranteed

CLAIM PROCEDURES AND REQUIREMENTS

Warranty Claim Process

1. **Initial Contact:** Contact Livescanner LLC technical support with detailed problem description
2. **Technical Evaluation:** Provide requested diagnostic information and test results
3. **Return Authorization:** Obtain return merchandise authorization before shipping
4. **Product Return:** Ship product in original packaging
5. **Technical Analysis:** Our engineering team will perform comprehensive failure analysis
6. **Resolution:** Repair, replacement, or warranty denial based on analysis results

Required Documentation

- Original proof of purchase (receipt, invoice, or order confirmation)
- Detailed description of problem symptoms and operating conditions
- Environmental conditions and application details
- Any modifications or repairs attempted
- Supporting photographs or technical documentation as requested

Customer Responsibilities

- Proper packaging and shipping insurance for returned products
- Shipping costs to our facility (we cover return shipping for valid warranty claims)
- Accurate and complete information regarding product usage and modifications
- Cooperation with technical analysis and diagnostic procedures

LIMITATION OF LIABILITY

Exclusive Remedy

Repair or replacement as described herein is the exclusive remedy for breach of warranty. Livescanner LLC shall not be liable for any incidental, consequential, or special damages arising from the use or inability to use the product.

Damage Limitations

Our liability for any claim related to the product shall not exceed the original purchase price of the product. We are not responsible for:

- Installation or removal costs
- System downtime or lost productivity
- Damage to other equipment or components
- Third-party labor or service costs

Technical Support Limitations

Technical support is provided as a courtesy and does not extend warranty coverage. Advice or suggestions provided by technical support personnel do not constitute warranty coverage for modifications or applications outside product specifications.

LEGAL PROVISIONS

Warranty Transfer

This warranty is non-transferable and applies only to the original purchaser from an authorized dealer.

Governing Law

This warranty shall be governed by the laws of Missouri without regard to conflict of law principles.

Dispute Resolution

Any disputes arising under this warranty shall be resolved through binding arbitration in accordance with the rules of the American Arbitration Association.

Severability

If any provision of this warranty is found to be unenforceable, the remaining provisions shall remain in full force and effect.

Entire Agreement

This warranty constitutes the entire agreement between Livescanner LLC and the purchaser regarding warranty coverage and supersedes all prior or contemporaneous agreements, representations, or understandings.

CONTACT INFORMATION

Warranty Claims:

Livescanner LLC
636-586-5856
info@thelivescanner.com
www.thelivescanner.com

Technical Support:

636-586-5856

info@thelivescanner.com

8:00 AM - 5:00 PM Monday - Thursday

IMPORTANT NOTICE: This warranty provides specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.