

## 18 Warranty

New CableEye systems include a one-year warranty covering the test fixture, connector boards, software media, serial cable, power module, and User's Guide. The warranty commences on the date the customer receives their equipment and guarantees these items to be free from defects in materials and workmanship for the duration of the warranty. We will correct at no charge to the customer any electronic or mechanical failures that do not result from abuse or wear-out. The warranty also entitles the customer to receive free software and database upgrades, and free technical support through our 800 number and web site during the warranty period.

After the first year, the customer may purchase extended warranty coverage for a yearly fee of \$150 per system. The extended warranty, like the new-equipment warranty, includes free software and database upgrades, and free technical support through our 800 number and web site.

In the event of connector wear-out, we will provide replacement connectors at no charge, and bill labor charges at current standard rates for a skilled technician. Alternatively, we will send replacement parts to you at no charge for installation by technicians at your facility.

CAMI Research Inc. warrants that the software included with the CableEye system will operate substantially in accordance with the instructions provided in the CableEye User's Guide. CAMI Research Inc. has made every effort to provide software that operates according to specifications, and CAMI Research Inc.'s entire liability and the customer's exclusive remedy with respect to this warranty is for CAMI Research Inc. to provide the customer with technical support and any published upgrades or new releases of the software and cable database at no cost for a period of one year from the date of purchase. Following this period, the customer may choose to purchase an extended warranty, as described above, for continuing coverage. Due to the complex nature of computer software, CAMI Research Inc. *does not* warrant that the CableEye software is completely error free, that its operation will be uninterrupted, or that all errors can be corrected.

*The entire liability of CAMI Research Inc. and the exclusive remedy of the customer shall be repair or replacement of the defective item by CAMI Research Inc. at no cost to the customer.*

*This limited warranty is void if failure of any of the above items has resulted from accident, abuse, misapplication, or any other cause that is not the result of a defect in such item.*

CAMI Research Inc. disclaims all other warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose.

*While every good-faith effort will be made to resolve customer problems that may be encountered using the CableEye system or software, CAMI Research Inc. will under no circumstances be liable for incidental or consequential damages resulting from the use of or inability to use this product. If CAMI Research Inc. is unable to repair or replace any item as warranted, its sole liability, and the customer's exclusive remedy, will be for CAMI Research Inc. to refund the amount paid for the product.*

**CAMI RESEARCH INC. DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

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***Equipment Return Procedure:*** If the CableEye test fixture fails to pass the *Self-Test* function described on page 16-1, or if other defects are discovered, please contact CAMI Research at **(800) 776-0414** to arrange for equipment return. If factory return is necessary to effect a repair, you should send your equipment freight-prepaid by whichever method you choose. CAMI Research will make every effort to repair the equipment and ship it back within one day of receiving it, and will ship by UPS second-day air at our expense, or by a faster method at the customer's expense.

If after evaluating returned equipment we discover damage caused by misapplication or abuse (such as connecting a live cable to the tester), the customer will be apprised of the repair cost and we will await authorization to proceed.