

AutoTargets

2024 Warranty & Support



	AutoTargets Actuators	Range Server	RangeControl (Software)	LaneControl (Software)	Other AutoTargets Products	Site Infrastructure	Consumables	Batteries	3rd Party Accessories	Tablets / 3rd-Party HMI
Warranty	3Y	1Y	N/A	N/A	1Y	1Y	N/A	1Y	N/A	OEM
Support (Phone, Email)	1st Year w/ Purchase. Add'l Years Require Site Subscription Renewal.									
Live Support (Via Remote Link)	Site Subscription, Requires 4G Link and Site Infrastructure.									
Service & PM	By Contract. Billed T&M Outside of Contract.									
Recert / Refurb	By RFQ Only.									

The AutoTargets Warranty

AutoTargets takes great pride in our product’s quality and our customer’s satisfaction. We are committed to your success and will go above and beyond to provide you with exceptional service and support.

Three-Year Limited Warranty starts at product shipment from AutoTargets with a 6-month grace period for installation; **valid for a maximum of 42 months** unless otherwise specified.

General Support Coverage

Phone & Email Support (EST Business Hours) - INCLUDED with purchase of any AutoTargets products throughout the support coverage period specified.

Warranty Coverage

AutoTargets Products

- **Warranty:** AutoTargets warrants to the original purchaser that its products are free from defects in materials and workmanship under normal use and service.
- **Warranty Duration:** This warranty is valid for three (3) years from the date of purchase by the end-user.
- **Hardware Coverage:** All AutoTargets products are guaranteed against manufacturer's defects for a duration of three (3) years.
- **Remedies:** During the warranty period, AutoTargets will provide troubleshooting, parts, and remote labor necessary to restore product functionality. In all cases the warranty liability is limited to a maximum total expense not to exceed the value of the purchased product.
- **Additional Charges:** Shipping, on-site labor, travel, or other incidental costs may be billed to the customer and are not covered under this warranty.
- **Post-Warranty Support:** Products out of warranty will be supported on a best efforts basis and will be billed to the end-user at standard rates.
- **Non-Covered Services:** Services not included in the warranty will be quoted based on the current standard rates, which are subject to change. These include the Current Shop Rate (hourly), Current Site Rate CONUS (daily plus two travel days), and Current Site Rate OCONUS (daily plus four travel days).

3rd Party Products

- **Warranty Support:** 3rd party products are provided with the original manufacturer's warranty.
- **Backstop Support by AutoTargets:** AutoTargets will provide supplementary support for these products during the warranty period as needed and at AutoTargets discretion.

Warranty Exclusions

While AutoTargets is committed to providing high-quality products, there are certain circumstances under which the warranty does not apply. This warranty does not cover damages resulting from:

- **Misuse:** This includes but is not limited to damage from projectiles, drops or falls, improper handling, damage in transit, neglect, exposure to temperature or weather extremes beyond the product's rating, and effects of spalling, blast, shockwave, or over pressure.
- **Improper Installation:** Installation work performed by unauthorized installers and/or not commissioned and successfully qualified by AutoTargets technicians are not eligible for warranty coverage.
- **Unauthorized Alterations or Repairs:** Any alterations, modifications, or repairs that have not been explicitly authorized or performed by AutoTargets. This includes the use of non-approved parts or modifications that alter the functionality or integrity of the product.
- **Accidents or External Factors:** Damages caused by external and or environmental factors, such as natural disasters, acts of God, power surges, and other events beyond the control of AutoTargets.
- **Neglect of Preventative Maintenance and Service:** Failing to perform regular maintenance and service as recommended by AutoTargets, leading to deterioration or failure of the product.
- **Normal Wear and Tear:** Degradation of the product over time through regular use. This is a natural process and is not covered under the warranty.
- **Cosmetic Damage:** Any aesthetic or surface damage that does not affect the product's functionality or performance.
- **Product Misapplication:** Use of the product for purposes or in environments for which it was not designed or intended.

- **Consumables and Accessories:** The warranty does not cover consumable items (e.g. targets) unless they are defective in materials or workmanship.
- **Software Issues:** Problems related to software or firmware updates, software bugs, or compatibility with third-party software or hardware. Software updates and bug fixes are covered under software support (typically 1 year).

This warranty exclusion list is designed to clarify situations where the standard warranty does not apply. For any issues not covered under warranty, AutoTargets may offer support or repair services at reduced cost depending on circumstances. Customers are encouraged to contact AutoTargets support for assistance and clarification regarding warranty coverage and exclusions.

Warranty Service

At AutoTargets, we stand behind the quality of our products. Should a product defect arise within the warranty period, AutoTargets will undertake one of the following actions to resolve the issue:

- **Repair the Product:** AutoTargets may choose to repair the product using new or refurbished parts. Our aim is to restore the product to its proper operating condition in a timely manner.
- **Replace the Product:** If repair is not feasible or practical, AutoTargets may replace the product with a new or refurbished product of similar function and performance.
- **Refund the Original Purchase Price:** In cases where repair or replacement is not possible, AutoTargets may opt to refund the original purchase price of the product.

Additional Provisions

- **Initiating Warranty Service:** To initiate a warranty service, please follow the instructions in the "How to Obtain Warranty Service" section. This process helps us assess the issue and determine the appropriate course of action.
- **Warranty Period:** The warranty period is defined in your original purchase agreement. Any service requests must be made within this period to be eligible for warranty coverage.
- **Proof of Purchase:** Customers are required to provide proof of purchase to validate their warranty claim.
- **No Other Warranties:** The warranty service outlined here is exclusive and in lieu of all other warranties, whether express or implied.

How to Obtain Warranty Service

If you experience any issues with your AutoTargets products that you believe are covered under warranty, we are here to help. To obtain warranty service, please follow these steps:

- **Contact Us:** Reach out to our support team using one of the following methods:
 - Phone: +1 (215) 948-2422
 - Email: support@autotargets.com
- **Provide Product Information:** When you contact us, please be ready to provide the following information:
 - The product model and serial number.
 - A detailed description of the issue you are experiencing.
 - Proof of purchase.
- **Initial Assessment:** Our support team will provide an initial assessment based on the information you provide and may offer troubleshooting advice to resolve the issue.
- **Warranty Service Process:** If the issue cannot be resolved remotely and is determined to be covered under warranty, we will guide you through the warranty service process. This may involve shipping the product to an AutoTargets service center, receiving on-site service, or other remedial actions as per the terms of your warranty.

Limitation of Damages

To the fullest extent permitted by the laws of the Commonwealth of Pennsylvania, in no event shall AutoTargets, its affiliates, directors, officers, employees, agents, or suppliers be liable for any indirect, incidental, special, consequential, or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the products or services; (ii) any conduct or content of any third party on the service; (iii) any content obtained from the service; and (iv) unauthorized access, use or alteration of your transmissions or content, whether based on warranty, contract, tort (including negligence) or any other legal theory, whether or not AutoTargets has been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed of its essential purpose. AutoTargets' total liability for all claims under these terms, including for any implied warranties, is limited to the amount you paid AutoTargets to use the applicable service(s) or product(s).

Disclaimer of Other Warranties

Except for the express warranties set forth in this Agreement, AutoTargets disclaims all other warranties, express or implied, regarding the products, services, and any associated materials or information provided under this Agreement. This includes, but is not limited to, any implied warranties of merchantability, fitness for a particular purpose, and non-infringement. AutoTargets does not warrant that the services will be uninterrupted or error-free. Furthermore, AutoTargets does not warrant or make any representations regarding the use or the results of the use of the products or services in terms of their correctness, accuracy, or otherwise.

No oral or written information or advice given by AutoTargets or its authorized representatives shall create a warranty or in any way increase the scope of the warranties in this Agreement. The limitations and exclusions in this section shall apply to the fullest extent permitted by the laws of the Commonwealth of Pennsylvania.

Governing Law

This Agreement and any disputes arising out of or related to the services provided under this Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, without regard to its conflict of law principles. Both parties agree to submit to the exclusive jurisdiction and venue of the courts located in Pennsylvania for any legal action related to this Agreement. This provision applies to all aspects of the Agreement, including but not limited to, warranty claims, liability issues, and service terms.

Contact Information

Hours of Operation: Monday–Friday: 9:00AM–5:00PM [EST]

AutoTargets Inc.

1447 Mearns Road

Ivyland, PA 18974 USA

Phone: +1 (215) 948-2422

Email: support@autotargets.com

Web: www.autotargets.com