



**i-PRO Americas Inc.**  
8550 Fallbrook Drive, Suite 200, Houston Texas 77064

**LIMITED WARRANTY FOR i-PRO PUBLIC SAFETY PRODUCTS**

i-PRO Americas Inc. ("i-PRO") will, at its sole option, repair or exchange i-PRO Public Safety product with a new or a comparable refurbished product, free of charge, in the USA from the date of original purchase and for a period specified below, in the event of a defect in materials or workmanship, as follows:

Category	VPU Recorder	Front, Side, Rear Cameras and Mounts, Body Worn Camera	Communication Devices	Connection and Cables	Microphone Kits and Accessories	SSD's and Cartridge
<b>Products</b>	All	All Model Starting ARB-WV-xxxx WV-BWC xxxx (except for BWC battery)	WLAN Antenna, GPS Antennas, WLAN Module, USB Adapter	Distribution Center Box, GPIO cable, Recorder Power Cable, Ignition Fuse Assembly, Main Line Fuse Assembly, All Network Cables	Wireless Receivers, Wireless Transmitters (mic), RX Charger Adapter, Desk Top Charger, Transmitter Battery, BWC Battery, Battery Backup unit, External Antenna, Lapel Microphone, In Car Microphone, Charger Stand, Rx Power Cable, Pairing Dock, Multi-Dock Charger, Common Trigger Box, (*USB Cigar Charger, 2 <sup>nd</sup> Camera Clip)	All
<b>Warranty</b>	3 Years	3 Years	3 Years	3 Years	1 Years (*6 Months)	3 Years
<b>Priority Exchange</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>30 Day DOA</b>	Yes	Yes	Yes	Yes	Yes	Yes

**Limited Product Warranty:**

Specifically excluded from the warranty are:

Failures related to power problems, product operating system, storage media image, software setup, software program, software updates, malware, viruses, other program(s) or file(s) on the storage media or in any computer memory location.

Failures due to BIOS settings or changes as well as any cosmetic or physical damage to the unit. Any unit or device with a missing or altered model number or serial number label.

Damage which occurs in shipment.

Failures which are caused by products not supplied by i-PRO.

Failures which result from alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, abuse, neglect, installation, maladjustment of consumer controls, improper maintenance or modification, or use not in accordance with product use instructions.

Failures due to service by anyone other than i-PRO or an authorized i-PRO Service Provider.

Failures caused by improper integration by any company other than i-PRO or an authorized i-PRO Service Provider.

Damage, failure, or loss due to the unit being stolen, lost, misplaced, or used by anyone other than the original purchaser. Damage that is attributable to acts of God.

Customer is responsible for all data to be removed prior to sending products into our service or repair facilities. i-PRO cannot be held liable for non-retrievable data due to product defect and/or failures stated within this warranty card. i-PRO will only make a best effort attempt to retrieve requested data when deemed absolutely necessary, but i-PRO cannot make any guaranty to the user.

THIS PRODUCT IS NOT INTENDED FOR USE AS OR PART OF NUCLEAR EQUIPMENT/SYSTEMS, AIR TRAFFIC CONTROL EQUIPMENT/SYSTEMS, OR AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS\*1. I-PRO WILL NOT BE RESPONSIBLE FOR ANY LIABILITY RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF THE FOREGOING USES. \*1 AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS include class 2 Electronic Flight Bag (EFB) Systems and Class 1 EFB Systems when used during critical phases of flight (e.g., during take-off and landing) and/or mounted onto the aircraft. Class 1 EFB Systems and 2 EFB Systems are defined by FAA: AC (Advisory Circular) 120-76A or JAA: JAA TGL (Temporary Guidance Leaflets) No. 36.

**Limited Warranty – Software:**

i-PRO warrants to you only that the disk(s) or other media on which the Programs are furnished will be free from defects in material and workmanship under normal use for a period of sixty (60) days from the date of delivery thereof to you, as evidenced by your purchase receipt.

This is the only warranty i-PRO makes to you. i-PRO does not warrant that the functions contained in the Programs will meet your requirements or that the operation of the Programs will be uninterrupted or error free. i-PRO shall have no obligation for any defects in the disk(s) or other media on which the Programs are furnished resulting from your storage thereof, or for defects that have been caused by operation of the disk(s) or other media.

i-PRO's entire liability and your exclusive remedy under this warranty shall be limited to the replacement, in the United States or other i-PRO designated location, of any defective disk or other media which is returned to i-PRO's Authorized Service Center, together with a copy of the purchase receipt, within the aforesaid warranty period.

**LIMITATIONS AND EXCLUSIONS:**

There are no express warranties except as listed above.

**I-PRO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD SET FORTH ABOVE.** Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

If a problem with your equipment develops during the warranty period, first contact your i-PRO dealer or i-PRO Service center.

**Service:**

For i-PRO Public Safety Dedicated Technical Support: 1-877-272-6166 or [i-PROSafetySupport\\_US@i-pro.com](mailto:i-PROSafetySupport_US@i-pro.com) or visit our web site at: <https://i-pro.com/us/en/publicsafety/>

**About the Limited Warranty:**

In cases of items with multiple warranty types, each warranty applies only to products purchased in the area that are described in express warranty statements respectively. "Limited Warranty Coverage (For USA and Puerto Rico Only)"