



HARDWARE WARRANTY AND SOFTWARE LICENSE

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LIMITED WARRANTY

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Hardware. The Products are manufactured from parts and components that are new or equivalent to new in accordance with industry standard practices. ImageStream warrants that, for one (1) year from the date of original shipment from ImageStream or the date of purchase by the original Purchaser (from ImageStream or its Authorized Reseller or Distributor), whichever is later, Products will be free from material defects in materials and workmanship, and will operate substantially in accordance with ImageStream's published documentation included with the Product which describes its functionality.

If, during the warranty period, a Product becomes defective or nonconforming, ImageStream will use its best efforts to correct the defect within a reasonable time after notification. The original sales receipt (from ImageStream or its Authorized Reseller or Distributor), showing the date of purchase of the Product, shall serve as proof of the date of purchase. This warranty extends to the original Purchaser and anyone who subsequently purchases the Product from the original Purchaser during the warranty period. The date of original shipment from ImageStream shall serve as the warranty origination date for any subsequent owner after the original Purchaser.



Loss or damage due to shipping the Products to you is covered by ImageStream. Loss or damage caused by shipping must be reported within seven (7) days of shipment in case of loss, or within (7) days of receipt of the Product in case of damage. All original packing materials must be made available for inspection by ImageStream or its representative. If a Product does not operate as warranted during the applicable warranty period, ImageStream shall, at its expense, correct any such defect by delivering to you an equivalent Product to replace the defective item. This is your exclusive remedy for any damaged or defective Product. All Products replaced will become the property of ImageStream.

THIS LIMITED HARDWARE WARRANTY COVERS NORMAL USE ONLY.
IMAGESTREAM DOES NOT WARRANT OR COVER:

- Damage during shipment other than original shipment to original purchaser;
- Damage caused by impact with other objects, dropping, falls, spilled liquids or immersion in liquids;
- Damage caused by a disaster such as fire, flood, wind, earthquake or lightning;
- Damage caused by unauthorized attachments, alterations, modifications or foreign objects;
- Damage caused by peripherals;
- Defects caused by failure to provide a suitable installation environment for the hardware system;
- Damage caused by power failure or power surges;
- Damage caused by use of the Product for purposes other than those for which it was designed;
- Damage from improper maintenance; or
- Damage caused by any other abuse, mishandling, or misapplication.

Restrictions. This warranty does not apply if the product (a) has been altered, except by ImageStream, (b) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by ImageStream, (c) has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident, or (d) is used in ultrahazardous activities.

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Submitting A Warranty Claim. The Customer shall submit a claim to ImageStream as outlined below:

- The customer must submit with the product as part of the claim a description of the Hardware defect or Software nonconformance in sufficient detail to allow ImageStream to confirm the same.
- The original product owner must obtain a Return Material Authorization ("RMA") number from ImageStream and, if requested, provide written proof of purchase of the product (such as a copy of the dated purchase invoice for the product) before the warranty service is provided.
- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. ImageStream will only replace the defective portion of the Product and will not ship back any accessories.
- The Customer is responsible for all in-bound shipping charges to ImageStream. No Cash on Delivery ("COD") is allowed. Products sent COD will either be rejected by ImageStream or become the property of ImageStream. Products shall be fully insured by the Customer and shipped to ImageStream per the instructions obtained with the RMA number. ImageStream will not be held responsible for any packages that are lost in transit to ImageStream. The repaired or replaced packages will be shipped to the Customer via any common carrier selected by ImageStream, with shipping charges prepaid.
- ImageStream may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. Customer agrees to pay ImageStream's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by ImageStream not to be defective or non-conforming.



FCC CLASS A LIMITS

Note: The WAN cards used in this equipment have been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Shielded cables must be used with this unit to ensure compliance with FCC Class A limits.

CANADIAN DEPARTMENT OF COMMUNICATIONS CLASS A LIMITS

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la class A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.



FCC PART 68 RULE DISCLOSURE

The following information is required by FCC Part 68 Rules which informs the user of his rights and obligations in connecting this equipment to the network and in ordering service.

This equipment complies with Part 68 of FCC Rules. Please note the following:

1. When you order service, the telephone company needs to know:

- a. The Facility Interface Code:
04DU-B (1.544 MB D4 framing format)
04DU9-C (1.544 MB ESF framing format)
- b. The Service Order Code: 6.0F

A signal power affidavit may be required to guarantee encoded analog content and billing protection unless this unit is used in combination with an XD type device or no encoded analog signals and billing information are transmitted.

- c. The USOC Jack Required: RJ48C

In addition, if requested, please inform the telephone company of the make, model and FCC Registration Number, which are on the label.

2. Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

3. If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance, but if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

4. If you experience trouble with the telephone equipment, please contact us for information on obtaining service or repairs. Only ImageStream, SDL or our authorized agents should perform repairs.

5. You are required to notify the telephone company when this unit is disconnected from the network.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the ImageStream equipment or one of its peripheral devices. If the equipment causes interference to radio or television reception, try to correct the interference by using one or more of the following measures:



- Turn the television or radio antenna until the interference stops.
- Move the equipment to one side or the other of the television or radio.
- Move the equipment farther away from the television or radio.
- Plug the equipment into an outlet that is on a different circuit from the television or radio. (That is, make certain the equipment and the television or radio are on circuits controlled by different circuit breakers or fuses.)

Modifications to this product not authorized by ImageStream could void the FCC approval and negate your authority to operate the product.

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