

# **Server**

## (Residential Edition)

## Warranty and Support Guide

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### Digital Home Appliance



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## Contacting Customer Support

### How We Can Help

We can help you if you have any of these issues:

- Technical questions on mServer (Residential Edition).
- Canceling an order which has not shipped.
- You would like to return mServer during the 30 day Customer Satisfaction period.
- Your mServer requires warranty service.

### How To Contact Us

To get help on mServer, please contact:

**Technical Support (Embedded Automation)**

*Phone:* (604) 596-4999

*Email:* [support@embeddedautomation.com](mailto:support@embeddedautomation.com)

## Warranty Information

### mServer Limited Warranty

The mServer Limited Warranty (“Warranty”) is valid only for the original customer of an Embedded Automation mServer branded hardware product purchased in the United States of America (U.S.A.) or Canada.

The Warranty is for a period of one (1) year from the date of purchase (as indicated on the purchase invoice). During this period, Embedded Automation will repair or replace defects in materials or workmanship for the purchased mServer product.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). EMBEDDED AUTOMATION'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FOR THE IN THIS WARRANTY STATEMENT.

FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, EMBEDDED AUTOMATION DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT.

FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY.

NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

EMBEDDED AUTOMATION DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. EMBEDDED AUTOMATION'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH EMBEDDED AUTOMATION IS RESPONSIBLE.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## Warranty Forfeiture

The Warranty will be void if:

- Serial numbers or manufacturer seals have been falsified, removed, altered or tampered with
- There is damage to mServer due to mishandling or improper use
- mServer is used outside of the U.S.A. or Canada

## Limited Warranty Exclusions

This limited warranty does not cover:

- Software, including the operating system and software added to the mServer hardware products through our factory-integration system, third-party software, or the reloading of software
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Embedded Automation
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Embedded Automation
- Products with missing or altered serial numbers
- Products for which Embedded Automation has not received payment
- Damage caused by accidents, including but not limited to, fires, drops and water damage
- Damage cause by acts of God, including but not limited to, floods and earthquakes

## Transfer of Warranty

A valid Warranty may be transferred if the current owner transfers the ownership of the system. In addition, the owner must notify Embedded Automation of the transfer and then receive acknowledgement from Embedded Automation that they have received and recorded the transfer.

## Customer Support

### Order Cancellations

For any order cancellations, *you must contact support within 24 hours of when the order was placed.* Orders not cancelled within the 24 hour grace period are subject to a 15% administrative and restocking fee.

To cancel an order, contact:

**Technical Support (Embedded Automation)**

Phone: (604) 596-4999

Email: [support@embeddedautomation.com](mailto:support@embeddedautomation.com)

### Customer Satisfaction Guarantee

Embedded Automation offers a Customer Satisfaction Guarantee on all models of mServer products. If, for any reason, you are not satisfied with your mServer, return it within 30 days from the date of purchase (as indicated on your packing slip or invoice) and receive a credit or refund of the purchase price paid less any restocking fees.

There is a 15% administrative and restocking fee that applies to all returned merchandise.

You must have a Return Material Authorization (RMA) number before you return an mServer to Embedded Automation.

### Warranty Service

#### Replacement Parts

If it is determined that a replacement part can resolve a warranty problem without shipping the mServer to Embedded Automation, Embedded Automation will ship a new or refurbished replacement part to the customer. The customer must provide credit card information during this process. The credit card will only be charged if the customer does not return the defective part with 14 days after receiving the replacement part. If a charge is applied it will be the resale value of a new replacement part. Embedded Automation owns the defective part.

#### Repairs

You must have a Return Material Authorization (RMA) number before you send an mServer to Embedded Automation for Warranty service.

Embedded Automation will use new and refurbished parts made by various manufacturers in performing any Warranty repairs. Refurbished parts and systems are parts or systems that have been returned to Embedded Automation, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the Warranty for the product you bought. Embedded Automation owns all parts removed from repaired products.

If Embedded Automation determines that the defect is not covered under the Warranty, the customer will be notified of the service alternatives.

## Shipping To Embedded Automation

### Return Material Authorization (RMA) Number

- You must have a Return Material Authorization (RMA) number before you return an mServer. Returns sent to Embedded Automation without an RMA number will be returned to the sender.

To obtain a RMA number please contact:

Phone: (604) 596-4999

Email: [support@embeddedautomation.com](mailto:support@embeddedautomation.com)

The following information will be required to receive an RMA number:

- Invoice number/information
  - Serial number of the mServer
- All returns must be shipped within 5 days of receiving a RMA number. Please return the mServer to:

*mServer Technical Support*

*#104, 7485 – 130 Street*

*Surrey, BC V3W 1H8*

*CANADA*

*Phone: (604) 596-4999*

### Preparing for Shipment

Before shipping the mServer back to Embedded Automation, make sure to make a back up of any data or programs you have added to the system. Embedded Automation is not responsible for any loss/corruption of stored data, confidential/proprietary/personal information or media.

## Packaging

All returns must be sent in original packaging. The customer assumes any costs related to shipping damage as the result of improper packaging.

If the mServer is being returned as part of the Customer Satisfaction Guarantee, all accessories which were part of the original shipment should be included in the shipment. The customer assumes any costs related to missing accessories.

## Shipping Costs

For all returns and repairs, you are responsible for all costs when shipping to Embedded Automation. Insure the shipment or accept the risk of loss or damage during shipment. Embedded Automation is not responsible for lost or damaged shipments.

Embedded Automation is responsible for shipping back to the customer. All repairs and replacements are shipped FEDEX Ground or UPS Ground. Any rush or overnight charges are to be paid by the customer.