

Leader in *BIOMETRIC RFID IoT* Products & Solutions and Cloud Platform for Workforce Management and Access Control

Last update made on February, 2018.

*Please note that as an IoT cloud solution, all software and hardware **MUST** be under warranty for any support services, due to product and solution complexity, problems occurred which often have nothing to do with our products but due to end user network settings etc, we end up trouble shooting end user network.

If only software is under warranty, we will **ONLY** support the software and **WILL NOT** service any issue related to hardware and vice versa for hardware.

HARDWARE WARRANTY STATEMENT

Jakin[®] ACTAtek[™] products and its parts.

1. *Jakin[®]* and its affiliates provide warranty for its products and parts. The coverage period starts from the date of purchase and it only applies for purchased items. Any complimentary item, such as a promotional gift, will not be covered.
 - 1.1. *Device:* [12 months]
 - 1.2. *Power Adapter:* [12 months]
 - 1.3. *Battery:* [06 months]
2. The warranty only applies for authorized products. Parallel imports and counterfeit products are not covered and their usage may void your warranty at any time without notice.
3. The warranty protects the product against manufacturing defects, excluding shipping handling damage and faulty internal electronic parts/materials. This warranty does not cover defects caused from natural usage/wear of the product, including case, keypad, display, antenna, internal parts, accessories, etc.
4. If a check-up or repair is required/requested, the client must present:
 - 4.1. The original invoice from resellers;
 - 4.2. Warranty card containing the official sticker with the serial number printed.
5. If for any reason the client fails to present the proper documentation, the costs of services/repair will be charged with no excuse.
6. Support will be provided for products under warranty. The support department will request the client to describe in details the issue and provide screenshots of it as well. If the issue is due to misconfiguration, then a step-by-step tutorial and manuals will be provided in order to assist the client.
7. The client must maintain personnel with adequate technical expertise and training that are able to follow technical guidelines in order to assist *Jakin[®]* technicians during the troubleshooting process.

SUPPORT@ACTATEK.COM

THE AMERICAS:

200-11800 Voyageur Way,
Richmond, British Columbia
Canada, V6X 3G9

THE EUROPEAN:

Unit 7 Lighting Way,
West Heath, Birmingham
United Kingdom, B31 3PH

THE ASIAN:

Unit 901-2, 9/F, Fo Tan Industrial
Centre, 26-28 Au Pui Wan Street
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8. *Jakin®* will not provide support if there is no personnel to follow its instructions and guidelines. *Jakin®* will not work directly with hands on the issue in order to fix it. Instead, *Jakin®* will diagnose the problem and provide instructions on how to solve it properly.
9. *The client can address the issues and concerns via e-mail or calls; however, the solution and assistance will only be provided through guidelines, step-by-step tutorials, sent by email for the client within 24 hours, except weekends. Instant support over the phone and/or using remote access lies out of hardware warranty scope, and is ruled by the Optional Support Statement.*
10. If the client does not have adequate technical personnel or needs immediate remote support and would like to request *Jakin®* to work as their technical support personnel, optional support charges will apply. Please, check the *Optional Support Statement* for details.
11. Below are samples of support requests that are considered out of the hardware warranty scope:
 - 11.1. All inquiries related with End of Life (EOL) products;
 - 11.2. All out of warranty products or software, including trainings of how to use them;
 - 11.3. Migration of AMS from old or faulty server, which in this case will require a new full license;
 - 11.4. Technical support with database, server, network and other devices;
 - 11.5. Support for issues of connection or syncing between devices and AMS;
 - 11.6. SOAP or AMS API assistance;
 - 11.7. Integration assistance;
 - 11.8. AMS, TA or other software or system installation;
 - 11.9. Windows installation and set up as a server (IIS);
 - 11.10. Customization of reports in order to facilitate integration.
12. When a repair/check-up request is accepted by a *Jakin®* Service Centre, an RMA [RETURN MERCHANDISE AUTHORIZATION] number will be assigned to it, allowing better control of the request.

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13. The client will be responsible for the transportation/shipping charges of the item from their location to the authorized *Jakin*® Service Centre, including any customs/duties that may be applied on the product.
14. After the repair, *Jakin*® will bear with the transportation charges from the Service Centre to the client's address, not including customs/duties.
15. *Jakin*® or its Service Centers reserve the rights to return or scrap the unit three (3) months after receipt of the RMA when:
 - 15.1. The client refuses to pay the repair charges;
 - 15.2. The client does not acknowledge the notice that informs the repair charges.
16. *Jakin*® will not be liable for any loss directly or indirectly caused by the scrap of the item.
17. The client must return the original defective product within 10 business days counting from the day which the replacement device was received failing which *Jakin* will have full right to charge and invoice for the device as sold.
18. All parts replaced under warranty are the property of *Jakin*®, which reserves the rights of handling those parts whenever judged necessary.
19. Data stored in the hardware may be lost after/during the repair. *Jakin*® strongly recommends the client to backup their database properly before sending the product.
20. *Jakin*® will not be responsible for any data loss or system corruption during the repair or transportation process, including damages due to the forces of nature.
21. The warranty will be voided without notice and *Jakin*® reserves the right to refuse support and/or shall demand charges for any optional service when:
 - 21.1. Product has been tampered or received unauthorized repair by third parties;
 - 21.2. Improper installation, alteration or modification of the product;
 - 21.3. Damage, tearing, removal of the warranty sticker, including erasing or modifying it.
 - 21.4. Defects arising from misuse, mishandling, abuse, accident, negligence and damage caused directly or indirectly by fire, flood, any liquid, corrosion, convulsion of nature, war, riot, civil commotion, or any other similar.
 - 21.5. The content of warranty statement has been modified without authorization.

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22. *Jakin*® reserves the right to terminate or modify the terms and conditions of this warranty policy without prior notice. Exceptional cases are subject to *Jakin*® own investigation, reserving the right of terminating the warranty or modifying the terms of the statement.
23. *Jakin*® will not be liable for any loss directly or indirectly caused by the breakdown of the product.
24. *Jakin*® and its authorized Service Centers reserves the right to use refurbished or reconditioned parts or whole products of the same or equivalent functionally model when conducting repairs or replacement.
25. Any claims on compensation cannot exceed the amount stated in the original purchase invoice.
26. *Jakin*® offers extension of regular warranty period, which is named extended warranty. The client must request/accept the warranty contract renewal within 60 days before the expiration of the current ongoing period, in order to avoid contract reinstatement charge.
27. The extended warranty is billed annually and must be paid in advance.
28. If the client fails or does not desires to renew the warranty and later request a support, the client will have the following options to choose:
 - 28.1. Request optional support service, which is ruled by the *Optional Support Statement*;
 - 28.2. Purchase an extended warranty service. In this case, the client must also pay all the years which the product remained without warranty, plus the year of service requested. Be sure to check first if the support that will be requested fits under the hardware warranty scope.
 - 28.3. Purchase a new product, which by doing so, receives a new standard warranty service, which is highly recommended since *Jakin*® is constantly improving the technology of its products.

END OF THE STATEMENT

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