



# Customer Limited Warranty

**GATEKEEPER SYSTEMS INC.** (Company) warrants that any product manufactured or supplied by Gatekeeper Systems and found in the reasonable judgment of Gatekeeper Systems to be defective in material or workmanship will be repaired or replaced by Gatekeeper Systems without charge for parts and labor.

This warranty shall cover the following periods and equipment:

## Camcorder System

Cameras - 1 year  
Battery Adapters - 1 year  
Plates & Enclosure Boxes - lifetime

## Gatekeeper System

Interior Cameras - 5 years  
Exterior Cameras - 3 years  
VCR - 1 year  
GSX-900 / 1000 Digital Recorder - 1 year  
NiTRO-900 / 1000 Digital Recorder – 5 years (hard drives limited to 3 years)  
Nitro 401 and Nitro 404 Digital Recorder – 3 years  
Kingston SDHC Memory Card – Lifetime  
All Accessories - 1 year

The warranty periods commence on the date of shipment. During the period of the warranty the Company, at its discretion will repair and/or replace all improperly functioning equipment caused by a manufacturer's defect. This warranty does not protect against accidental or intentional damage, loss, acts of nature, water damage or any other event that did not originate during the manufacture of the product

The Gatekeeper Systems product including any defective part must be returned to Gatekeeper Systems within the warranty period. The expense of delivering Company product to Gatekeeper Systems for warranty work will be paid by the customer. The expense of delivering Company product back to the customer will be paid by Gatekeeper Systems. Gatekeeper Systems' responsibility in respect to claims is limited to making the required repairs or replacements and no claim of breach of warranty shall be cause for cancellation or rescission of the contract of sale. Proof of purchase complete with the serial numbers of the products purchased will be required by the customer to substantiate any warranty claim. All warranty work must be performed by an authorized Gatekeeper Systems service representative.

This warranty does not cover any Gatekeeper Systems' product that has been subject to misuse, neglect, negligence, or accident, or that has been operated in any way contrary to the operating instructions as specified by Gatekeeper Systems either verbally, in writing, by instructions written on the product or in the Gatekeeper Systems Installation and Operating Manual. This warranty does not apply to any damage to the Gatekeeper Systems product that is the result of improper maintenance or to any Gatekeeper Systems' product that has been altered or modified so as to adversely affect the products' operation, performance or durability or that has been altered or modified so as to change its intended use.

Gatekeeper Systems' is not responsible for lost or missing video.

The warranty does not extend to repairs made necessary by normal wear or by the use of parts or accessories which are either incompatible with the Company product or adversely affect its operation, performance or durability.

Gatekeeper Systems reserves the right to change or improve the design of any Company product without assuming any obligation to modify any product previously manufactured.

ALL IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE SPECIFIED PERIOD FOR EACH PRODUCT CATEGORY AS LISTED IN THIS DOCUMENT. ACCORDINGLY, ANY SUCH IMPLIED WARRANTIES INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, ARE DISCLAIMED IN THEIR ENTIRETY AFTER THE EXPIRATION OF THE APPROPRIATE WARRANTY PERIOD. GATEKEEPER SYSTEMS' OBLIGATION UNDER THIS WARRANTY IS STRICTLY AND EXCLUSIVELY LIMITED TO THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS, AND GATEKEEPER SYSTEMS DOES NOT ASSUME OR AUTHORIZE ANYONE TO ASSUME FOR THEM ANY OTHER OBLIGATION.

GATEKEEPER SYSTEMS ASSUMES NO RESPONSIBILITY FOR INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES INCLUDING, BUT NOT LIMITED TO THE EXPENSE OF RETURNING THE COMPANY PRODUCT TO GATEKEEPER SYSTEMS CORPORATE HEAD OFFICE, MECHANIC'S TRAVEL TIME, CUSTOMER LABOR EXPENSES, TELEPHONE OR TELEGRAM CHARGES, RENTAL OF LIKE PRODUCT DURING THE TIME WARRANTY SERVICE IS BEING PERFORMED, TRAVEL, LOSS OF USE OF THE PRODUCT, LOSS OF TIME OR INCONVENIENCE.

## Warranty Service

To obtain warranty service, the purchaser must notify the Company during the warranty period. The Purchaser will discuss the defect or problem with a Company technician, and once the problem has been verified the Company will issue a return material authorization number (RMA) authorizing the purchaser to return faulty merchandise to the Company for repair or replacement as determined by the Company. It may be necessary for the customer to assist Gatekeeper Systems in assessing failed product. Gatekeeper Systems may require the customer to remove hardware, manipulate software and/or perform other diagnostic activities. Failure to assist in and allow remote diagnostic activities may result in a service fee being charged.

Advance replacements will be issued for the first 45 days from the date of shipment.

This Warranty applies to all Company products manufactured by Gatekeeper Systems and sold in the United States and Canada.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## USA RECEIVING FACILITY:

Gatekeeper Systems Inc.  
446 Harrison Street  
Sumas WA 98295  
Tel. 1.604.864.6187  
Fax 1.604.864.8490  
Toll Free (N.A.) 1.888.666.4833

## CANADA OPERATIONS:

Gatekeeper Systems Inc.  
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