

Warranty & Service Guidelines

Lightspeed Technologies product warranties and service repairs have continually set the industry standard. Lightspeed's top priority is ensuring optimal system operation, resulting in minimal downtime for our customers. Our extensive product warranties are standard with every Lightspeed system purchased.

Warranty Information:

Instructional Audio Systems (Activate, Redcat, Topcat, 975, Mobile PA, Access Link)

Lightspeed's instructional audio products are under warranty for five (5) years. Details of the five (5) year warranty include:

- Warranty on primary components including amplifier, charging station, group speakers is five (5) years.
- Warranty on microphones and Mobile Connector is five (5) years.
- Warranty on lapel and earset microphones is one (1) year.
- Warranty on Lightspeed NiMH and Li-Ion rechargeable batteries is one (1) year.
- Warranty does not extend to finish, appearance items, or malfunctions due to abuse or operation other than specified conditions, nor does it extend to incidental or consequential damages. Repair by other than Lightspeed or its authorized service agencies will void this warranty. Information on authorized service agencies is available from Lightspeed Technologies, Inc.
- Lightspeed instructional audio products are not designed to be waterproof or water resistant and warranty does not extend to cover water damage due to weather or otherwise.
- Immediate replacement of system or components requiring service will be sent to customer to minimize system downtime where applicable (see Warranty Exchange section below).

Installations

Warranty information for workmanship and cabling included in a Lightspeed installation

- Warranty on cabling to be free from defects for one (1) year from date of installation
- Repair or replacement at Lightspeed's option any defective cabling materials provided by Lightspeed
- Warranty on workmanship of installation for one (1) year from date of installation
- Does not cover damages resulting from accident, misuse or abuse or lack of reasonable care of materials
- Does not cover damage resulting from work performed by other companies (i.e. HVAC, Fire Alarm, Sprinkler, etc.)



Warranty Exchange:

Lightspeed has a Warranty Exchange Program in place for *Instructional Audio systems* within the warranty period with exception of the Mobile PA. If customers experience an issue with their system, a Lightspeed Technician will troubleshoot over the phone. If the system or component requires service, a replacement will immediately be sent to the customer to minimize downtime. Customers will receive replacement product(s) within 2-3 business days along with a prepaid return label so malfunctioned equipment can be returned to Lightspeed.

Should Mobile PA system require service, the Mobile PA must first be shipped in for inspection and repair (at Lightspeed's expense). Once the system is inspected and if any/all issues are validated to be covered under warranty, the system will be repaired or replaced and shipped back to the customer at no charge.

Any replacement equipment will be of the highest quality and remain covered under the original warranty.

Service Guidelines:

Lightspeed systems are directly supported and serviced at our service center and company headquarters in Tualatin, Oregon. Customers always have the option of calling to speak with a service technician to identify and resolve any issues at no additional charge. Lightspeed also offers an on-line service request form customers can complete and a service technician will contact them at the customer's preferred time and convenience.

Regular Warranty items will be evaluated and usually repaired and shipped within 48 hours.

Charges:

- A purchase order or credit card number must be received prior to doing "For Charge" service work.
- "For Charge" work will be completed as quickly as possible, usually within 48 hours of receipt of a hard copy of the purchase order or credit card number.

New or additional items purchased through the Service Department will be charged shipping and handling, such as additional batteries or other components not sent in for repair.

Lightspeed also offers an on-line interactive troubleshooting tutorial of our systems at www.lightspeed-tek.com.

Return & Exchange Policy

Any product may be returned within 30 days from invoice date for a full refund of the purchase price. The process for returning for credit is as follows:

- Call Lightspeed for a return authorization (RA) number.
- Upon receipt of number, send in product with RA number written clearly on the outside of the box.
- Exchanging equipment of equal or lesser value would not require an additional purchase order.
- If product is not in “like new” condition, Lightspeed will deduct an appropriate amount, upon Lightspeed’s best judgment regarding damage to the product.
- If outside of the 30 days from purchase date, a customer may return product with a 15% restock fee if product is in “like new” condition.

DELIVERY LEAD TIMES & PANDEMIC IMPACT

Standard:

Lightspeed delivers products no later than 13 calendar days after receipt of order for quantities of one to 25 systems. A lead-time chart for various system quantities is provided below*:

Number of Systems	Domestic Lead Time
1 – 25	13 calendar days
26 – 50	18 calendar days
51 – 75	20 calendar days
> 75	By arrangement with customer

*The above lead times are standard and reflect maximum ground shipping days (e.g. cross-country from our Tualatin headquarters). Smaller orders and/or closer destinations will receive orders sooner than the standard times provided.

School Year 21-23 Pandemic, Supply Chain and Shipping Impacts:

With teachers wearing masks, social distancing measures in place, and the need to incorporate solutions for virtual learning, the need for our technology has never been greater.

This demand across all our product line solutions (Redcat, Topcat, & 955/975) combined with global shortages of some product components have impacted our ability to deliver some of our solutions within our standard lead times noted above. We are diligently working to improve current elongated delivery times and are actively communicating with individual school districts to provide transparent and accurate timeframes for each order upon receipt. We have supply chain plans in place to return to our normal delivery schedule as soon as possible.

Any questions regarding these delays can be directed to Melissa Williams, Bid & Contract Manager at LSBIDS@lightspeed-tek.com or 1-800-732-8999.