

VSI CARE™ PROTECTION PLAN

Extended Limited Product Warranty



OVERVIEW

For qualifying customers that desire an enhanced level of support and warranty coverage, Visionary Solutions Inc. offers the VSICare™ Protection Plan (VSICare) directly and through its resellers. The program provides the following benefits:

- Priority phone support
- Priority email support
- Advanced replacement units are shipped within 24 hours at customer's request. Product is directly supported; RMAs need not go through reseller.
- New firmware notifications includes release notes
- Feature enhancement keys (Software Upgrades)
- Non-Warranty repair or replacement discount
- Enhanced warranty coverage (years 1-6)
- Extended warranty coverage (years 2-6)

DETAILS OF THE PLAN

VSICare is offered at VSI's discretion on a "project by project" basis and is not offered on all purchases. VSICare is only offered on equipment orders valued in excess of \$10,000 (based on published list prices). Up to 5 years of VSICare may be purchased in one or multiyear increments for a maximum 6 years of enhanced warranty coverage. VSICare may be purchased either concurrently with the equipment purchase or at anytime before the standard product warranty coverage or any existing VSICare coverage terminates.

During the term of the contract, VSI shall provide various extra support services as described herein:

Priority phone support

Priority support consultation over the phone at (805) 566-5811 Monday through Friday, 8am – 4pm (PST)

Priority email support

Priority email support at vsicare@vsicam.com (type "VSICare" in the subject line).

Direct advanced replacements

Advanced replacement units are shipped within 24 hours at customer's request. Product is directly supported; RMAs need not go through reseller.

New firmware notifications

The customer will be notified upon release of new firmware related to the covered equipment. Such notifications include "Release Notes."

Firmware upgrades

From time to time, VSI may create feature or performance enhancements that are enabled by firmware upgrades or "feature keys." The upgrade firmware and/or feature keys will be made available to the customer upon release.

Non-Warranty replacement direct discount of 50% off list price

This discount applies to cosmetic damage, repairs or replacements necessitated by any cause beyond the control of VSI, including, but not limited to, acts of nature, improper installation, misuse, lack of proper maintenance, accident, voltage fluctuations and unauthorized repairs or modifications.

VSICare warranty coverage extension



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VSI's Warranty obligation under VSICare shall be to repair defective equipment, including any necessary parts and the cost of labor connected therewith. At its option, VSI may replace any equipment that is determined by VSI to have a manufacturing defect within the VSICare Warranty Period. Repair and/or replacement parts furnished in connection with VSICare shall be warranted for a period equal to the unexpired portion of the VSICare Warranty.

Notwithstanding the non-warranty direct discount of 50% off list price defined above, this Warranty does not apply to cosmetic damage, repairs or replacements necessitated by any cause beyond the control of VSI, including, but not limited to, acts of nature, improper installation, misuse, lack of proper maintenance, accident, voltage fluctuations and unauthorized repairs or modifications.

This Warranty becomes void in the event that serial numbers are altered, defaced or removed. VSI reserves the right to make changes in the design, make additions to, or improvements upon this product, without incurring obligations to install the same on products previously manufactured. VSICare Firmware Upgrades shall be provided as outlined above.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE BUYER.

The foregoing Warranty is in lieu of all other warranties, expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. VSI neither assumes nor authorizes any person to assume for it any other obligations or liabilities in connection with the sale of its products.

VSI shall not be liable for any actual, exemplary, indirect, or consequential damages suffered by the buyer and/or any end user resulting from the nondelivery, use or inability to use the Products, integration of the products with equipment not provided by VSI, loss of goodwill or profits and/or from any other cause whatsoever, even if VSI has been advised of the possibility of such damage.

There are no warranties, express or implied, arising from course of dealing, course of performance, or usage of trade which extend beyond the face of this limited warranty. VSI neither assumes nor authorizes any person to assume for it any other liability in connection with the sale of its products. VSI has no responsibility whatsoever for

reimbursing the buyer or buyer's customers, nor shall VSI be liable in damages for repair or replacement costs incurred by buyer or its customers, in connection with VSI's products, without VSI first having given its written authorization for such charges and without VSI having an opportunity to perform its warranty obligations as set forth herein.

VSI's warranty as herein above set forth shall not be enlarged or affected by, and no obligation or liability shall arise or grow out of, VSI's rendering of technical assistance or service in connection with buyer's order.

Customer obligations

The original dated bill of sale shall be retained as proof of purchase and must be presented to VSI or to a VSI Authorized Service Center, when this equipment is to be serviced under the provisions of this Warranty. The cost of transportation to and from the Authorized Service Center is the responsibility of the Buyer.

How to obtain warranty & non-warranty service

All Warranty & Non-Warranty returns must have a Return Material Authorization number (RMA #) assigned by VSI. Serial numbers of the units to be returned must be provided with the request for the RMA#. To expedite equipment returns to Visionary Solutions, Inc. for repair, please call (805) 566-5811 or email vsicare@vsicam.com to obtain an RMA # and shipping instructions.

Units returned to VSI for repair should be clearly identified with the pre-assigned RMA # and a detailed description of the reportable concern.



VSI Care™
Protection Plan



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THE COST PERFORMANCE LEADER IN PROFESSIONAL IPTV



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VSICare specification, May 2011, revision 2.0.3