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RTI Two-Year Limited Warranty

(Applies only to equipment owned and operated in North America)

During the Two-Year Warranty period, RTI Technologies, Inc. (RTI) is solely responsible for costs associated with parts and labor for repairs needed due to defects in material and/or workmanship. RTI is not responsible for the costs associated with repairs needed due to improper use or a lack of normal maintenance. RTI's goal is to provide a timely turn-around of the covered product requiring warranty repair.

The Customer is responsible to **ASSIST AND PARTICIPATE** with RTI Technical Support in the over-the-phone diagnosis process of:

- A) **Determining that a legitimate failure has occurred and that the complaint is not just the result of inadequate training and/or improper use that could be easily remedied by over-the-phone instructions.**
- B) **Determining the nature of the failure and that it is reasonable for RTI Technical Support to judge over the phone that the failure is warrantable.**
- C) **Determining the parts necessary to make the repairs so that those parts can be shipped via the appropriate expedited method at the expense of RTI if the failure is warrantable.**

During the Two Year Warranty period for failures that are deemed by RTI to be warrantable, RTI is solely responsible for providing Field Repair Service within a reasonable period of time after a warrantable failure is reported. Field Repair Service is generally available in all areas within 150 miles of major metropolitan areas of the US. A reasonable period of time will depend on the location of the customer and the time of the year. RTI maintains a large network of Service Providers in the US. When Field Repair Service is needed, in most locations near a major US metropolitan area, and during most times of the year, a reasonable period of time for Field Service is 24-48 hours after parts are received by the Customer.

Since repair parts from RTI will normally arrive 24 to 48 hours after the Customer reports a failure, the Customer may at his sole option and discretion, choose to make the necessary repairs, with over-the-phone support from RTI Technical Support so as to minimize downtime. In such case, RTI will compensate the Customer or the Customer's employee as appropriate for the time necessary to make repairs if the failure is covered by warranty.

It is the Customer's responsibility to maintain the RTI Equipment according to instructions in the RTI Operation Manual for the covered product as well as to operate the equipment in a commercially reasonable manner as generally described in the RTI Operation Manual. RTI provides free Technical Support over toll-free telephone lines in the US to assist the customer in this regard for the life of the covered product.

The Customer should review the legal Warranty Disclaimer for more details of coverage and limitations.

The Two-Year Limited Warranty is an extension of the standard One-Year Warranty as defined. The Two-Year Warranty must be approved by RTI. It is the Customer's responsibility to contact RTI's Technical Support within 90 days after the date of delivery to verify that the Two-Year Warranty is registered, accepted and valid.