

Enhanced Support Options



Our Enhanced Support options are designed to provide you with the level of support you feel most comfortable with for maintaining your equipment.

Colorado Time Systems offers a standard one- or two-year warranty on our products (see reverse). We are pleased to offer several enhanced support options for extending your warranty and the life of your product.

Bronze:

The Bronze support package offers 24 x 7 telephone support. You will be provided with a specific toll free number and have access to our highly qualified service personnel to assist you with any critical issues that may arise; any time of day, any day of the week.

Silver:

The Silver support package allows you to extend the warranty on your Colorado Time Systems' product in one year increments. For example, if a product carries a one-year standard warranty, you can purchase up to five additional years of warranty for that product. This package includes the Bronze 24 x 7 telephone support.

Gold:

The Gold support package incorporates quick exchange program. With this program, a replacement unit or part will be shipped to you within 24 hours of receiving your call. All of the appropriate paperwork will be included to make the return of the defective parts easy and efficient. This package also includes the Bronze 24 x 7 telephone support, and the Silver option to extend your warranty beyond the standard product warranty.

Platinum:

The Platinum support package includes scheduled annual maintenance of your equipment in addition to the Bronze 24 x 7 telephone support, the Silver extended warranty option, and the Gold quick exchange program.

All enhanced support programs are available to any customer within the United States. For enhanced support services outside of the US, please contact your local distributor.

Revised 01/12



Standard Warranty Information

Colorado Time Systems warrants the following products against any defects in materials and workmanship affecting electronic and mechanical performance for two years from the date of purchase from Colorado Time Systems: Sports Timers, Start Systems, Touchpads, Relay Judging Platform (with and without lights), Shot Clocks, Pace Clocks, LED and Light Reflective Scoreboards, and Matrix Displays.

All other components associated with the above equipment including cable harness, deck-plates, wallplates, push buttons, test meters, microphones, speakers, data cable, etc. will have a one year limited warranty. Dolphin Wireless Stopwatch Systems are also warranted for a year, not including the batteries. Any computer equipment associated with the above products has a six month limited warranty.

Colorado Time Systems' products, when properly installed, are warranted not to fail due to defects in materials and workmanship. This warranty is limited to the original purchaser of the product and is not transferable.

Colorado Time Systems will, at its option, repair or replace the defective product at no additional charge except as set forth below. Repaired components, parts and replacement products will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and products become the property of Colorado Time Systems. This limited warranty does not include service to repair damage to the product due to the modification of the product, misuse, abuse, neglect, negligence, vandalism, accident or abnormal conditions including war, flood, accident, lightning or other acts of God or damage caused by occurrences over which Colorado Time Systems has no control.

Limited Warranty service may be obtained by delivering the product or component part to Colorado Time Systems. You agree to insure the product or assume the risk of loss or damage in transit, to prepay shipping charges to the service location and to use the original shipping container or equivalent. Repaired products will be returned to you by surface delivery at Colorado Time Systems' expense or by air freight at the buyers' expense. On-site service calls are available for a fee.

All expressed and implied warranties for these products including the warranties of merchantability and fitness for a particular purpose are limited in duration to a period of two years (or one year, as applicable), from the date of purchase, and no warranties, whether expressed or implied, will apply after this period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

If the product is not in good working order as warranted above, your sole remedy shall be repair or replacement as provided above. In no such event will Colorado Time Systems be liable to you for any damages, including lost profits, lost savings or other incidental or consequential damages arising out of the inability to use the product, even if Colorado Time Systems has been advised of the possibility of such damages or for any claim by any other party.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

Revised 01/12



