



WARRANTY AND SERVICE POLICY

Version 2.2.1 (English)

Valid for all HARDATA.TV models:

HARDATA PLAYOUT series, HARDATA SMART series,
HARDATA SMART FLOW series, HARDATA INGEST series,
HARDATA OFFICE series

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NOTES AND WARNINGS



A **NOTE** is an explanatory suggestion that provides important information that will help you use the system more efficiently.



A **WARNING** is a precaution recommendation that indicates potential damage to the system or the possibility of data losses, or indicates the risk of material damages, personal damages if instructions are not followed.

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1. INTRODUCTON

Thank you for choosing the products of HARDATA.TV series, which will help you manage, program and play your videos comfortably and efficiently. .

HARDATA.TV is a complete system of playout and content feed, management and administration that provides you with a secured, modular, flexible and scalable platform from which you will easily manage your contents access and destination.

The equipment is delivered pre-installed and with a default configuration, so that you can unpack your set, connect it and start using it without the need to perform complex configurations. Its highly intuitive operation may be performed by anyone, and the system maintenance may be performed remotely with no interruptions to the operation.

2. GENERAL WARRATY INFORMATION

All HARDATA.TV sets are delivered with a high availability hardware configuration to support 7x24 uninterrupted service. Sets are provided with two redundant power supplies which are hot swappable, and RAID configuration disks, to prevent data losses in the event of disk failure.

These disks are also hot swap, that is, they can be swapped without turning off the set.



NOTE: The redundancy options provided may sometimes not be enough to guarantee an uninterrupted service. Therefore, Hardata offers different architecture options that ensure high provision and tolerance in case of potential system failures.

This document describes the Customer Service Policy and the Warranty scope for the products of HARDATA.TV series, applicable in all the countries where these products are sold.

HARDATA TECHNICAL SUPPORT:

USA: +1 (305) 423-7041, tech@hardata.com

ARGENTINA: + 54 (11) 4650-3110, soporte@hardata.com



WARNING: Before contacting our Customer Service, read this document carefully.

3. WARRANTY SCOPE

All the products of the HARDATA.TV line are guaranteed against manufacture defects during the period of one year from the billing date, according to the following conditions:

- 3.1. This warranty only includes the equipment -or part of the equipment- repair or replacement, as well as the specialized labor required to perform said repairs.
- 3.2. The equipments are delivered to the custody of each client at our factory under Ex-Works mode, for this reason the warranty does not cover any possible damages caused during transportation or handling during the installation.
- 3.3. This warranty is valid for 365 days. It starts on the invoice date, even if the product has not been delivered yet.

- 3.4. This warranty excludes any parts that may have been modified or repaired by unauthorized personnel, or that have been damaged due to excessive use, inadequate handling, dirt, electric charges or work under extreme or inadequate temperature conditions.
- 3.5. The shipment is under the customer responsibility once the product leaves our factory. Hardata will insure the products only under expressed request of the customer for an extra cost.
- 3.6. While the product is under warranty, the user should not open the set under any circumstance. Removing the holographic safety label blocking the opening flange of the equipment upper cover will result in voidance of the warranty term. (WARRANTY VOID IF REMOVED).
- 3.7. Hardata undertakes no responsibility for actual or consequential damages, the loss of benefits, inconveniences or any other loss caused by the products' malfunction.
- 3.8. Hardata's only responsibility under this warranty is the repair or replacement of Hardata's defective products or components.
- 3.9. All products returned pursuant to this warranty must be sent to Hardata in the USA, or to the corresponding authorized service centers assigned by Hardata in other countries, together with prepaid freight expenses. Moreover, the sets shall be packed in their original or equivalent packaging.



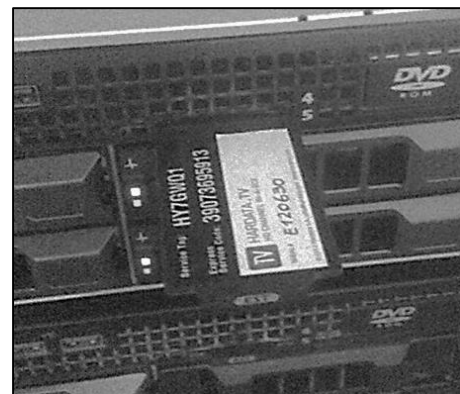
SUGGESTION: During the term of this warranty, keep the original packaging in a safe place. This will be useful in case you have to send the equipment for repair or replacement.

4. RETURN MERCHANDISE AUTHORIZATION PROCEDURE (RMA)

Before returning any product for replacement or repair, please contact Hardata Customer Service Department or the Authorized Distributor in your area to obtain an RMA Number.

Whenever an RMA Number is generated, Hardata will request you to provide the Product model and Serial Number, the DELL Service TAG and a description as detailed as possible of the product failure.

This information may be found in the front side of the equipment, in a removable card as shown in this image.



Also, you will be requested to provide information about the product owner (Name or Company Name), and about a responsible technical contact, with e-mail address and telephone number.

The RMA number must be clearly indicated in the outer face of the returned product packaging.

All returned products must be sent with prepaid freight costs.

5. WARRANTY EXTENSION

This warranty will not be extended or renewed as a consequence of any repairs or replacements performed during the above-mentioned first year period.

If you wish to extend this warranty for a new period, contact our Hardata Customer Service or the Account Executive responsible for the sale. Hardata has extended warranty plans for periods of up to three years at very reasonable costs.

6. OUT OF WARRANTY REPAIRS

Once the agreed warranty terms have elapsed, all component repairs or replacements shall be paid by the customer.

7. DELIVERIES AND PAYMENTS

All the Equipments repaired under this warranty or parts delivered as a replacement for faulty components will be shipped to the customer at his expense.

The customer will be responsible for the deliveries once the products leave our Factory. Goods shall only be ensured at the customer's request, who will have to pay for the costs involved.

All Customer Service charges must be paid in advance. This provision has no exceptions.

In case of out-of-warranty repairs, a budget for the parts will be submitted to the customer before their replacement, plus the labor cost at uSs 120.- per hour, with a minimum invoiced period of 2.5 hours.

8. OTHER USEFUL INFORMATION

- Before connecting the equipment, read the DELL[®] safety instructions provided with the system.
- Unpack the equipment and identify each of the parts. Then, proceed to install the equipment following the instructions in the assembly guide of the DELL[®] rack provided with the equipment.
- If you are not going to mount the equipment on a standardized rack, be careful not to obstruct the ventilation grilles.
- For a network connection, use a 6a Category UTP cable or higher, certified pursuant to the EIT/TIA 568 standard, in order to ensure a 1 Gbps connection transfer rate.
- An uninterrupted power supply (UPS) is recommended for the equipment, in order to ensure service continuity and an adequate voltage and frequency regulation for protection purposes.
- Check that the electric power cables provided with the set correspond to the standard socket used in your country. The equipment delivered in the USA might be provided with cables and connectors compliant with US regulations, which might be different from electric safety regulations in your country. If you need to replace these cables, remember that they must be able to support the electric power consumption informed in the equipment's manual.
- Do not use adaptors for your equipment power outlets, since they can cause accidental disconnections or sparks in the electric network.
- In order to ensure supply cables, follow the instructions provided in DELL[®] user manual, using the self-adjustable brackets at the back of the power supply. If the equipment is mounted on a rack, use

the ReadyRails™ sliding rails with cable management Arm, and cable tray provided with the mounting guides.

- Read the guidelines and safety information provided with the system by DELL®
- The terms and conditions of the application use license are included in the system documentation of multimedia carriers provided with the system and can be found at www.hardata.com.
- The DELL® documentation included in the system packaging describes how to mount the equipment on a rack.
- The Hardware Owner Manual provided by DELL® includes information on hardware features.
- This document is available on line at www.hardata.com. Check if there are new versions of this document, since it may change without prior notice.
- The multimedia carriers provided with the system include documentation and tools for the system configuration and administration.
- For system and component updates, visit www.hardata.com or call our Customer Service Department.

9. HOW TO GET TECHNICAL SERVICE



WARNING: Never try to solve system problems, and never attempt to install or replace components. Component handling by inexperienced persons may expose them to serious risks of material damages, injuries or even death.

HARDATA TECHNICAL SUPPORT:

USA: +1 (305) 423-7041, tech@hardata.com

ARGENTINA: + 54 (11) 4650-3110, soporte@hardata.com



IMPORTANT: In order to receive remote technical support, you must direct ports 41881 and 3389 traffic in your Internet router to the local IP address assigned to your HARDATA.SMART equipment.

If you are not sure how to do this, seek assistance from a specialized technician to configure it properly, since otherwise we will not be able to access the equipment to provide support and update components remotely.

If you do not understand any of the procedures described in this document or other documents provided with the system, including DELL® manuals or instructions, contact Hardata Customer Service department or visit www.hardata.com.

Thank you for your business and for relying on HARDATA's products.

Hardata Staff

TECHNICAL SUPPORT INFORMATION

Dear HARDATA.TV user, do not hesitate to contact us for any inconvenient with the system. Please keep the following information in order to expedite the technical support processes.

.....
SERIAL NUMBER

.....
DELL SERVER SERVICE TAG

DISTRIBUTOR CONTACT INFORMATION

.....
NAME

.....
PHONE NUMBER/S

.....
EMAIL ADDRESS

HARDATA CORP. CONTACT INFORMATION

USA: +1 (305) 423-7041 / SOUTH AMERICA: +54 (11) 4650-3110

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PHONE NUMBERS:

USA: support@hardata.com / SOUTH AMERICA: soporte@hardata.com

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EMAIL ADDRESS:

ADDITIONAL INFORMATION

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