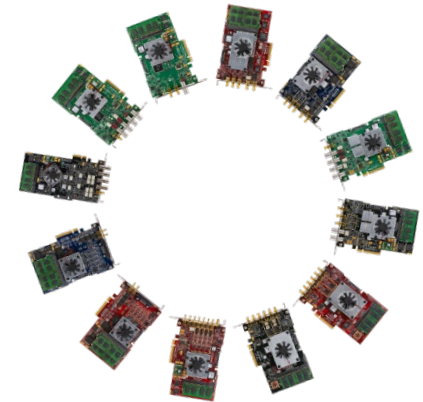


# **AlazarTech Warranty Reinstatement Program**

A valid digitizer warranty is required for free technical support on the digitizer and any associated software. Customer's options for obtaining technical support if the digitizer warranty has lapsed are the following:

- a) Purchase technical support hours, order number: SUPPORT-HR5  
<https://www.alazartech.com/en/product/five-5-hours-of-technical-support/658/>
- b) Purchase an ATS-SDK which includes 5 hours of technical support, order number: ATS-SDK-WOD
  - This requires a test to make sure that the board is working:  
<https://www.alazartech.com/en/support/faq/?faq=1067>
- c) Reinstate digitizer warranty.
  - Please see the warranty reinstatement conditions on the next page.



# Conditions for Reinstating Digitizer Warranty

If you are reinstating your digitizer's warranty, you must do the following:

- Prove that the board is working by running the following test:
  - <https://www.alazartech.com/en/support/faq/?faq=1078>
- Purchase the required number of years of extended warranties to bring the digitizer within warranty, **at least 6 months past the current date.**
- Pay warranty reinstatement fee equal to 15% of the cost of the extended warranties.
- Customer must agree to and sign a document acknowledging a waiting period of 6 months before making any claims for a warranty repair. Any repairs required before this waiting period are subject to the standard minimum repair charge and any additional applicable repair fees.
- Please note that users can purchase up to 4 additional years of warranty extensions for a maximum total of 5 years of warranty

# Examples

Today's date is January 12, 2024. A customer has an ATS9364 with a warranty that expired on October 1, 2022. They would like to reinstate their warranty. To do so, they must do the following:

- Prove that the board is working by running the following test:
  - <https://www.alazartech.com/en/support/faq/?faq=1078>
- Purchase 2 years of extended warranty to bring the expiration date to October 1, 2024, which is at least 6 months past the current date (January 12, 2024).
- Pay a warranty reinstatement fee that is equal to 15% of the purchased extended warranties. Using the example above, if 2 years of extended warranty cost \$1,590, the reinstatement fee would be \$238.50; making the total cost \$1,828.50.
- Sign the warranty claim waiver acknowledging a waiting period of 6 months before any claims for a warranty repair can be made. This customer would be eligible to request a warranty repair 6 months after their warranty extensions are invoiced by AlazarTech.

Today's date is January 12, 2024. A customer has an ATS9371 with a warranty that expired on March 1, 2022. They would like to reinstate their warranty. To do so, they must do the following:

- Prove that the board is working by running the following test:
  - <https://www.alazartech.com/en/support/faq/?faq=1078>
- Purchase 3 years of extended warranty to bring the expiration date to March 1, 2025, which is at least 6 months past the current date. Note: they cannot purchase only 2 years of extended warranty (bringing them to an expiry date of March 1, 2024) as that is not 6 months past today's date (January 12, 2024).
- Pay a warranty reinstatement fee that is equal to 15% of the purchased extended warranties. Using the example above, if 3 years of extended warranty cost \$2,985, the reinstatement fee would be \$447.75; making the total cost \$3,432.75.
- Sign the warranty claim waiver acknowledging a waiting period of 6 months before any claims for a warranty repair can be made. This customer would be eligible to request a warranty repair 6 months after their warranty extensions are invoiced by AlazarTech.