

## Warranty policy - Registration required

For more than 35 years, Cypress products have been designed and manufactured to the high standards essential for industrial & commercial security systems. To clearly demonstrate world-class quality, most products manufactured by Cypress have a lifetime warranty against defects in design, materials and workmanship, as outlined below. Battery-operated devices, such as the Handheld Reader unit, are limited to a one (1) year manufacturer's warranty. **To activate a Warranty, the product must be registered within one year of purchase at [CypressIntegration.com/Warranty](http://CypressIntegration.com/Warranty).**

This means that as long as the original customer owns its Cypress equipment and can show proof of purchase from an authorized reseller, Cypress will replace it if it fails to operate as designed. **No advance replacements - Exchanges or repairs only.** This warranty shall not apply to failures resulting from abuse, misuse, accident, alteration, neglect, unusual wear and tear, improper or unauthorized repair or installation, flood, fire, or acts of nature. In no event will Cypress be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect in the product or documentation, including lost profits, even if advised of the possibility of such damages.

Despite extraordinary testing, Cypress does not represent that its products may not be compromised or circumvented; or that its products will prevent any personal injury or property loss by burglary, robbery, or otherwise; nor that the product will in all cases provide adequate warning or protection. **THERE IS NO EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR A WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.** Cypress therefore shall have no liability for any personal injury, property damage, or other loss based on a claim that the product failed to give warning. The Buyer should advise the consumer, and the consumer is hereby advised, to take any and all precautions for his safety including but not limited to, fleeing the premises and calling police or fire department, in order to mitigate the possibilities of harm and/or damage.

In no event shall Cypress be liable for an amount in excess of the original selling price of the products, nor will it be responsible for any dismantling, reassembly, or reinstallation charges. The warranty as herein described, shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise or grow out of, Cypress' rendering of technical advice or service in connection with the Buyer's order of the goods furnished hereunder.

There are no warranties, express or implied, which extend beyond the description on the face thereof. Additionally, this warranty is in lieu of all other obligations or liabilities on the part of Cypress. This warranty contains the entire warranty. It is the sole warranty and any other prior agreements or representations, whether oral or written, are either merged herein or are expressly canceled. Cypress neither assumes, nor authorizes any other person purporting to act on its behalf to modify, change, or assume for it, any other warranty or liability concerning its products.

This warranty shall be construed according to the laws of the State of Michigan. Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, or differentiate in their treatment of limitations of liability for ordinary or gross negligence, so the above limitations or exclusions may not apply to the Buyer. This warranty gives the Buyer specific legal rights, and the Buyer may have other rights which vary from state to state.

If a warranty repair is required, the Dealer must contact Cypress at (810) 245-2300 x 201 or [SOLUTIONS@cyprx.com](mailto:SOLUTIONS@cyprx.com) to obtain a Return Material Authorization Number (RMA), and provide the following information:

- \* Model and serial number
- \* Date of shipment, P.O. number or Cypress invoice number
- \* Details of the defect or problem

Ship freight prepaid to: Cypress Computer Systems, Inc. (include RMA # on shipping label)  
1778 Imlay City Road  
Lapeer, Michigan 48446 USA

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

**Effective date: Jan. 1, 2019**