



tvONE™ product safety, liability, and warranty

Safety Guide V3.2

MNL-SAFETY-COMP-V3.2

Dec 2019

The warranty contained in this document in relation to this product or products supersedes and overrides in full any other warranty that may be stated or implied to you in any communications or terms that apply to the sale of the product or products. This includes our standard terms and conditions of sale, available at tvone.com/termsandconditions-uk. Nothing in this warranty affects, limits, or excludes any of your statutory rights that are implied by law in relation to defective products sold to you by us.

Purpose and use

The equipment being sold by us (or "tvONE™") to you (the "Product") is intended for professional use only.

This product is not a medical device and is designed for use as non-medical / general purpose equipment. Use aboard any aircraft or spacecraft while in flight, or as an adjunct to any surface, airborne, or marine navigation system, or any offshore marine activity, including control of any watercraft, or any use similar to those specifically herein mentioned, is prohibited and does not have the required certifications for such use.

License

You ("you" as used herein includes the person or entity purchasing the Product from tvONE™, and in the event such person or entity is a distributor or reseller that will sell the Product to a third party, the term "you" includes such third party) have not become the owner of any software (the "Software", which includes any updates, supplements, add-on components, and internet-based components of the software) accompanying, used by, or part of the Product – rather you have merely purchased a revocable, non-exclusive, non-transferable, limited license (the "License") to use the Software. You may make one copy of the Software for your own use. Other copies will be deemed a breach of tvONE™'s copyright. We retain all rights in the Software except for the License.

Notwithstanding anything to the contrary contained herein or in any other agreement between us and you, you are not granted a license to implement any functionality contained in the Software (including, without limitation, communication protocols used by the Software) in any other software installed on a product accessing or utilizing the Software

You are not permitted to reverse engineer, decompile, or disassemble the Software, and you are not permitted to rent, lease, or lend the Software (including providing commercial hosting services).

tvONE™ reserves the right to revise any of its hardware and software products, following its policy to modify and/or improve its products where necessary or desirable. This statement does not affect the legal rights of the user in any way.

By using the Product, you will have indicated that you have agreed to the terms listed above. If you do not wish to agree, or the above terms are contrary to your conditions of purchase, you may return the Product to your supplier.

All third-party trademarks and copyrights are recognized. The tvONE™ logo, Magenta™ logo, and CORIO™ word are registered trademarks of tvONE™. HDBaseT™ and the HDBaseT Alliance logo are trademarks of the HDBaseT Alliance. All other trademarks are the property of their respective holders.

Limited warranty

Except for the limited warranty specifically set forth below, no warranty is made, either expressed or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose. In no event shall tvONE™ be liable for errors found within, or be liable for any direct, indirect or consequential damages or loss in connection with the purchase or use of the Product and any related hardware, software, or manual. The sole and exclusive liability of tvONE™ regardless of the form of action shall not exceed the purchase price of the Product described herein.

tvONE™ makes no warranties or representations that the Product or the Software will meet or satisfy the intended use or needs of you. You have the sole and exclusive obligation to make such determination. tvONE™ shall have no obligations of any type to you as a result of the Product and/or Software not satisfying or meeting the intended purpose or need of you.

tvONE™ warrants to the original purchaser that the Product will be free from defects in materials and workmanship for a fixed term from the date of purchase. The warranty term for specific product lines is as follows:

1. tvONE branded products based on tvONE's CORIO™ technology are warranted for a period of five years from the date of purchase. This includes products with the model number prefix of C2, 1T-C2, C3, CX, A2, or S2.
2. tvONE products, other than (i) those based on tvONE's CORIO™ technology mentioned above, and (ii) the ONERack products, mentioned below, are warranted for a period of one year from the date of

purchase. This includes products with the model number prefix of 1T, with the exception of 1T-C2.

3. Magenta™ branded products are warranted for a period of five years from the date of purchase.
4. ONERack branded products are warranted for a period of one year from the date of purchase.
5. LCD Monitors are warranted for a period of one year from the date of purchase, with the exception of LCD panels integrated into the monitors that are supplied by third parties. LCD panels are limited to the terms and conditions of the warranty offered by the respective LCD panel manufacturer. Such specific LCD panel warranties are available upon request to tvONE.

The liability of tvONE to the original purchaser with respect to any defective Product, as determined by tvONE in its sole but reasonable discretion, will be limited to (i) providing the original purchaser with a credit towards the purchase of additional products in an amount equal to the purchase price paid for the defective Product, (ii) the repair by tvONE of the defective Product, or (iii) the replacement by tvONE of such defective Product.

In no event shall tvONE be responsible or liable for any damage arising from the use of such defective Product, whether such damages be direct, indirect, consequential, or otherwise, and whether such damages are incurred by the reseller, end-user or any third party. You are required to promptly provide written notice to tvONE after becoming aware of a defect in the Product. Should a Product, in tvONE's sole but reasonable determination, prove defective within the applicable warranty period, tvONE will either, at its discretion: (i) provide the original purchaser with a credit towards the purchase of additional products, in an amount equal to the purchase price paid for the defective Product, in which event the Product must be returned to tvONE, (ii) repair the defective Product, or (iii) replace the defective Product. Any defective parts replaced become the property of tvONE. This warranty does not apply to any Product which has been damaged due to accident, unauthorized alterations, improper repair, modifications, inadequate maintenance and care, or use in any manner for which the product was not originally intended.

If repairs are necessary under this warranty policy, the original purchaser must obtain a Return Authorization Number from tvONE and return the product to a location designated by tvONE, freight prepaid. After repairs are complete, the product will be returned, freight prepaid.

Any lawsuit arising out of, or related to, the sale of the Product (including but not limited to any warranty claims) must be brought within one year of the date the cause of action first accrues and must be brought in a state or federal court located in Hamilton County, Ohio.

Except for the limited warranty specifically set forth above, the Product is sold "as is". The above limited warranty is in lieu of all other warranties for the Product, expressed or implied, and is strictly limited to the applicable stated number of years from the date of purchase. tvONE assumes, and shall have, no liability to distributors, resellers or end-users or any third parties for any loss of use, revenue, or profit.

tvONE makes no other representation of warranty as to fitness for the purpose or merchantability or otherwise in respect of any of the products sold.

WEEE directive



The wheelie bin symbol on this product or its packaging indicates that this product shall not be treated as household waste. In line with EU Directive 2012/19/EU for waste electrical and electronic equipment (WEEE), this electrical product must not be disposed of as unsorted municipal waste. Dispose of this product by returning it to the point of sale, or to your local municipal collection point for recycling. Doing this helps conserve our environment.

Safety information



This is general safety information.



This information is about a risk of laser radiation.



This information is about a risk of electric shock.



Notice. This information is about a risk of damage to your equipment or data.



Caution. This information is about a minor risk to your health.



Warning. This information is about a major risk to your health.

Important Safety Instructions



WARNING: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

To ensure the best from this product, please read this manual carefully.

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with a dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- This unit must be connected to a mains socket outlet with the supplied cable.
- The AC wall outlet should be installed near to the unit and be easily accessible.
- Only use attachments / accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified servicing personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- The AC power cord or adapter furnished with the unit should conform to the type in use in your country. Please compare the plug on your cord or adapter with the power socket where the unit will be installed.
- If you did not receive the correct plug, DO NOT attempt to modify it. Instead, immediately contact your distributor or contact tvONE at the sales office nearest to your geographic location and request the proper plug.

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