TI Product Warranty

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Document Revision History				
Revision	**Page**	**Content**	**Revised By**	**Date**
1.0	1-2	Initial Release	Mktng	7/8/13
1.1	1-4	Add print date per DCO#1304017	C Jones	11/20/13
1.2	1-4	Update Warranty table	BJenkins	4/30/26

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Warranty Guidelines

We understand that productivity and confidence in Touch International's touch screens and electronics is vital to your business. Therefore, we are committed to providing our customers with quality products. In the event that you do have problems with your product, Touch International provides flexible limited warranty services on our touch screens and controllers. These guidelines provide you with the information required to contact our customer support team, and if necessary, to get a Return Materials Authorization number for the product. You may also want to review our Terms and Conditions of Sale.

Warranty Coverage Information

- Touch International, Inc. (referred to as "TI") will repair or replace the defective part at TI's sole option, free of charge in the event of a defect in materials or workmanship within the warranty period as noted below.
- TI technical support will determine whether the product is out of specification.
- TI must physically receive the defective product back within the specified warranty period.
- TI strongly recommends that the product be adequately packed to avoid shipping damage and to allow for effective defect analysis. You may also want to insure the product. TI will return the repaired product prepaid to you.
- This warranty covers only failures due to defects in materials or workmanship that occur in normal use. It does not cover damage that occurs in shipment, failures that are caused by products not supplied by TI failures that result from accident, misuse, abuse, neglect, water damage, mishandling, misapplication, faulty installation, set-up adjustments, improper maintenance, alteration, line power surge, external product damage including field damage, modification or service not approved by TI or damage that is attributable to acts of God.

Removal and reinstallation costs are not covered by this warranty.

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Type	Warranty Period
Projected Capacitive	2 Years
Multi-Touch Resistive (MARS)	1 Year
4-Wire Resistive	1 Year
5-Wire Resistive	2 Year
8-Wire Resistive	2 Years
OFX Series - Open Frame Monitors	1 Year
All Windows	1 Year
All Controllers	2 Years
*Direct Bond	1 Year

*Covers the Direct Bond Only and is Independent of Touchscreen Technology and Display Warranty

Obtaining a Return Material Authorization (RMA) Number

- Please call your regional sales representative **prior** to returning the product to obtain an RMA number. Please have the part number(s), serial number(s), and trouble statement ready when you call. Once the number is issued, it will be valid for 45 days.
- We will contact you either via fax or email with detailed shipping instructions. We ask that you label all boxes clearly with the RMA number. If the RMA number is not clearly visible, TI reserves the right to return the product to you at your cost.
- TI will not be responsible for inbound freight or related fees associated to RMAs. TI's warranty provides for the repair/replacement of the product and will include economy level return freight for all warrantable returns. Please discuss the available options with the technical support department when you call for your Return Materials Authorization form.

LIMITS AND EXCLUSIONS

There are no express warranties except as set forth above. The terms of this warranty agreement are subject to immediate revision.

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