



Information Station Specialists, Inc.

theRADIOsource.com

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Founded in 1983, Information Station Specialists is the nation's sole domestically owned source for Information Radio Station and Advisory Sign systems that allow public agencies to broadcast safety and service messages to motorists.

Warranty and Service Information

Lifetime Assistance Promise

ISS provides remote technical support 24 hours a day, 7 days a week, for the life of your ISS products. There is no charge for this service.

- By telephone: Call 616.772.2300 and press 5, 9 am to 5 pm Eastern Time. After hours, press 8 to page a technician.
- By email: Send to ISS@theRADIOsource.com, 24 hours a day. You will receive a response within 24 hours and/or on the next business day.
- For assistance with computer-based audio control systems: Call between the hours of 9 am and 5 pm Eastern Time at 616.772.2300 (and press 5) to have an ISS technician work with you live online.

General Warranty

Information Station Specialists, Inc., warrants its products against defects in workmanship for one year from the date products are placed into service. Defective components may be returned prepaid to ISS for repair or replacement at no charge during the one-year warranty period. Damage that occurs after delivery, such as from lightning or other physical, electrical/digital sources, including improper use or abuse, is not covered by this warranty. The warranty is void should the configuration of components, hardware or software, including the total system, be modified (or modified with respect to the operating environment) subsequent to delivery.

This is the full and complete warranty for products and services. ISS assumes no obligation or liability for additions or modifications to the above warranty unless made in writing and signed by an officer of Information Station Specialists, Inc. ISS supplies this warranty in lieu of all other warranties expressed or implied, including warranties of fitness of the product(s) for a particular purpose. In no event shall Information Station Specialists be liable for incidental or consequential damage to the full extent that might be disclaimed by law.

Certain personal computer components, peripherals and software might have warranties that exceed the one-year ISS warranty and might begin on the date of sale, *e.g.*: Dell-brand computer hardware has a three-year onsite warranty with next-day service.

The ISS general warranty may be extended beyond one year for an annual charge. Please inquire.

Support Information

The warranty service location is Zeeland, Michigan, USA.

Service contracts are available after expiration of the warranty period. These contracts provide for prompt repair and replacement of defective components in the field. Please inquire for pricing.

Repair parts may be purchased directly from Information Station Specialists, Inc. ISS maintains a 24-hour access line and 24-hour fax and email service to make contact simple and immediate.

The proposed equipment includes diagnostic equipment operators might use to easily identify defective components. Typically, defective modules are removed by users and sent to ISS for immediate replacement or repair.

ISS provides complimentary remote telephone support for all its Information Radio Stations for the life of the products.

Technical training may be requested of Information Station Specialists at the time of system installation and/or by calling 616.772.2300 to arrange an appointment.

Standard Terms and Conditions

This signed document shall be part of any purchase contract with Information Station Specialists, Inc. (referred to as "ISS" hereafter).

Orders

Only when buyers provide configuration information to ISS, will the company accept and enter product and services orders for implementation. If configuration information is not provided on a given purchase order, it is to be provided by the completion and return of special questionnaires ISS sends buyers immediately after each order is received. Purchase orders are deemed incomplete and will not be accepted until ISS receives configuration information.

Billing

Buyers' payment terms for ISS equipment and services shall be net 30 days (maximum). ISS reserves the right to bill for equipment at the time of delivery and separately for labor at the time of completion. For deliveries of equipment and provision of services that occur in stages, partial billing might occur as the given projects proceed. ISS reserves the right to postpone or cancel field labor or subsequent equipment shipments if invoices beyond 30 days are unpaid. Net-30 payment terms are exclusive of any arrangement or contract the buyer has with any other party, including his customer, if any. A 1.5% interest charge shall be levied against invoices unpaid within the 30-day period, beginning on the date 30 days elapsed and monthly on that calendar date thereafter.

Field Labor

Additional field labor required of ISS technicians due to lack of preparation on the part of the buyer or her/his agents or contractors under her/his direction which shall be billable at the following formula: Cost + \$95 per hour per technician in the field + \$50 per hour per technician for travel, billable under separate contract. A 30-day minimum lead time is required to schedule field labor.

Submittals

By entering into this agreement, the buyer agrees that specifications of the equipment are acceptable to him and to his customer, if the equipment is to be resold to another party.

FCC Licensing

ISS cannot guarantee FCC approval of license applications in advance of each grant. Radio equipment purchased in advance of each FCC license grant is at the risk of the buyer. Components that might subsequently require return or modification are subject to billing by ISS for additional freight, labor, parts or restocking fees, payable under a separate contract. Services rendered shall be paid as billed.

Interference

ISS is not responsible for signal interference from the environment (such as nighttime sky wave, power line, computer or other communication systems or other AM radio station or TIS broadcasts) unless as a result of ISS equipment malfunction or manufacturing error. Signal reception cannot be guaranteed at any location unless a signal test is performed in advance of the provision of equipment and services. In such a case, similar reception can be guaranteed only given the same environmental conditions and equipment configuration that were present during testing.



Important: AM antennas installed on or near buildings – installation of an AM antenna on or within 50 feet of a building increases the likelihood of interference to telephone, computer, radio and other audiovisual systems within the building. Buyers will be responsible for rectifying any resulting interference to these systems.
