

Dear Customer

Hello! Thank you for your interest in our products. Thank you! In order to protect your rights, please read the following carefully:

**Warranty (Applicable to products manufactured after May 8, 2019)**

Products	Warranty	Service method
AI series PoE switch, H series PoE switch, H series Ethernet switch	1 year	Customer send the products to our factory for maintenance
Desktop power adaptor, open frame power supply	2 years	
Customized product, IoT intelligent box, PoE switch, PoE injector, PoE extender PoE splitter, optical media converter, video optical transmitter and receiver and so on	3 years	
Industrial DIN rail power supply, industrial PoE switch, industrial Ethernet switch	5 years	

**Warranty, warranty content**

Warranty replacement is limited to the host and power supply, packaging and all kinds of connection, software products, technical information and other accessories are not within the scope of warranty replacement. If the equipment performance problem occurs within 15 days after the product is purchased and the appearance is not scratched, the new product can be replaced directly. During the free warranty period, the product must be tested by Optical Network Technology. After the failure is confirmed, the same type of product or the same quality of the returned product will be replaced. The replaced spare part will be returned to the optical network. The fault-free product will be as it is. return. The warranty period for external power supply is 3 months. If the repaired power supply has obvious hard object damage, cracks, broken legs, and severe deformation, the power cord is damaged, disconnected, bare core, etc. The phenomenon is not guaranteed, users can purchase separately. When your service agency is at your service, please bring the appropriate invoice and product warranty card; if you can't produce the above proof, the free warranty period for this product will start from its production date. If the product is paid for maintenance, the same performance issue will enjoy a free warranty period of 3 months from the date of repair. Please request and retain your maintenance voucher. The products that are guaranteed by the optical network and have been guaranteed will enjoy the remaining period of the original promised warranty plus a 3-month warranty period.

**The following situations are not covered by the warranty**

Failure to install, use, maintain, or store the product as a result of failure to use the product in accordance with the instructions; Damage or damage to the product has been exceeded; Warranty or warranty period has been exceeded; Barcodes are altered or torn off without authorization; Product barcodes or models on the product warranty card do not conform to the product itself; Optical Network, depending on the license, arbitrarily changes its own configuration file or disassembles it without authorization; accidental factors or human actions lead to product damage, such as the input of inappropriate voltage, high temperature, water, mechanical damage, broken, severe oxidation of products or rust Etc.; customer sent back to the repair due to transportation, loading and unloading caused by damage; due to irresistible forces such as earthquakes, fires, floods, lightning and other products caused by failure or damage; other non-product itself design, technology, manufacturing, quality and other issues The resulting failure or damage。

### **Maintenance method**

When the product you purchase is faulty, you can apply for a warranty repair service on behalf of the place where the product is purchased by valid vouchers such as the purchase invoice and warranty card. Due to the implementation of Quanguolianbao as an optical network technology product, you can also contact the after-sales department of our company directly when you cannot contact the distributor. Resellers of Optical Network Technology as the dealers on behalf of customers to Guangwang as the after-sales department to apply for warranty repair services. For the situation where the new product can be replaced directly in compliance with the replacement policy, the distributor can directly replace the new product with the customer. In other cases, the distributor should wait for the distributor to replace the returned spare part after the optical network technology replaces the customer. Customers or distributors will send the repaired goods to Optical Network Technology's shipping costs borne by the customer or the distributor. Optical Netvision Technology will guarantee the replacement of warranty products to the customer or the dealer's shipping costs by Optical Network Technology as。

### **Special statement**

The above service commitments are only applicable to ONTRON products sold by our company in mainland China. For products that have separately agreed on the terms of the after-sales service at the time of sale, the terms of the contract confirmed by Optical Network Technology shall prevail. Our company will not be responsible for any other commitments made by our distributors to customers. We ask you to ask the dealer for written proof at the time of purchase so that the distributors can honor your additional commitments. Remarks: The power of interpretation and modification of this commitment is owned by Shenzhen Guangwang Technology Co., Ltd.