



## Standard Warranty Coverage

### **WORKMANSHIP**

Digital Resources, Inc. provides a “Platinum Pro-Care Warranty” on all parts, materials and overall workmanship of the audio-visual system furnished to be free from defects or failure for a period of 90 days from the date of installation. DRI’s “Platinum Pro-Care Warranty” provides no-charge services for parts, materials, or any such defects, or failure of the cabling, connectors, wall plates, and all related workmanship DRI provided regardless of problem. Resolve for the defects or failure will be handled in a reasonable and timely manner.

### **MANUFACTURER WARRANTY**

After 90 days, all manufacturer equipment warranties apply as stated and issued from each manufacturer of equipment. These manufacturer warranties are of varying lengths (usually 90 days Labor and 1 year Parts). On-site labor to inspect, trouble shoot, repair, remove and install equipment is not included under the warranty (unless manufacturer specific warranty clearly states that on-site service related labor is included). If the field engineer/technician determines that the defect is not relative to failed physical workmanship of the installation provided by DRI, standard DRI service rates and trip charges will apply and be billed accordingly. Any incurred shipping charges for warranty service work are not included.

### **PLATINUM PRO-CARE SERVICE, Optional**

Digital Resources, Inc. offers optional extended “Platinum Pro-Care” service agreements that will cover all parts, service, labor, general service requirements and routine preventative care service for a period of one year after the initial 90 days of warranty. Extended “Platinum Pro-Care” will provide bumper-to-bumper coverage beyond the standard warranty period. All warranty service, regardless of program, does not apply to any product that has been subject to misuse, neglect, accident or operational error. Please contact DRI for additional information.

For more information regarding our warranty services please contact David Davis at 817-481-9300 or [ddavis@digitalresources.com](mailto:ddavis@digitalresources.com)