

Customer is not entitled to support or warranty unless Customer has ordered and paid for a Support Agreement, Extended Warranty, or the product is still covered under the initial Limited Warranty Period as provided in the Order. Breqwatr may suspend performance of support or warranty if Breqwatr does not receive payment when due.

Breqwatr's Support obligation is limited to using reasonable efforts to remedy a reported failure of the products to substantially operate in accordance with Breqwatr's official specifications. Support does not include hardware or software installation, training, consulting services or preventative maintenance.

Support may include a subscription to new releases of the Software that are commercially released by Breqwatr during Customer's term of Support which may include bug fixes, patches releases, and major updates ("Releases"), but does not include enhancements or upgrades licensed by Breqwatr for a separate fee at Breqwatr's discretion. Any Releases may only be installed as an update to the Customer's original Software on the original Hardware.

Notwithstanding the foregoing, Breqwatr has no obligation to deliver Release(s) to Customer. In addition, Breqwatr does not guarantee that future Releases will be compatible with the Hardware Customer has purchased.

What do I do if I need service?

Before the warranty expires, please contact us. Long distance telephone carrier charges may apply. Please also have your Breqwatr Serial Number or order number available.

Contact Methods

Web Support	https://support.breqwatr.com
Technical Support	1-866-606-0919

What will Breqwatr do?

Upon contacting Breqwatr Technical Support, you will be required to engage in a remote diagnosis session with the technical support agent to help determine the cause of your issue. Remote diagnosis may require you to access the inside of the product and engage in multiple or extended sessions. If the Breqwatr Technical Support agent determines that your issue is the result of a defect in materials or workmanship but the issue is not able to be resolved remotely, Breqwatr, at its sole discretion, may dispatch a replacement part to you, arrange for you to send your product or defective part back to Breqwatr's repair depot or replace the part or product with a comparable part or product that may be new or refurbished. If the Breqwatr Limited Warranty or Support Agreement for your product includes on-site warranty service, then Breqwatr may also elect to dispatch a service technician to your location to perform the repair or replacement.

If we determine that the problem is not covered under your Support Agreement or the Limited Warranty, we may be able to offer you service alternatives on a fee basis.

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and products. Refurbished parts and products are parts or products that have been returned to Breqwatr, some of which were never used by a customer. All parts and products are inspected and tested for quality. Replacement parts and products are covered for the remaining period of the Limited Warranty for the product you purchased. Breqwatr owns all parts removed from repaired products and, in most instances, you will be required to return defective parts to Breqwatr.

Breqwatr may use authorized representatives to provide any of the technical support or repair services under the Limited Warranty.

Software support:

Breqwatr may provide Customer with software support as part of the Limited Warranty or Support Agreement purchased by Customer. All problem classifications shall be determined by Breqwatr in its sole and absolute discretion.

Customer must expeditiously provide Breqwatr with notice of any problem. Once notice is received, Breqwatr will use reasonable efforts to acknowledge Customer's problem report and commence support efforts to resolve the problem(s). When it becomes necessary (and in Breqwatr's sole discretion), Breqwatr will provide on-site technical support (if on-site support service option has been purchased by Customer), and if so provided in Breqwatr's discretion, Breqwatr will be responsible for travel and related expenses incurred in providing the on-site Support.

If Breqwatr determines that Customer's problem was not caused by Breqwatr products and if the on-site Support was requested by Customer, then Breqwatr may charge Customer Breqwatr's then current daily time and materials rate plus reasonable travel and lodging expenses for the on-site Support.

Returning products to Breqwatr for repair or replacement:

Upon determination by a Breqwatr Technical Support agent that your product should be returned to Breqwatr for repair or replacement, packaging, shipping instructions and a prepaid shipping waybill will be sent to you. Upon receipt of the shipping supplies, you must package the product in the material required and call the carrier designated on your shipping instructions to arrange a pickup time. As long as you follow our shipping instructions, we will pay standard shipping charges for shipping the product in for repair and for shipping it back to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada. Otherwise, we will ship the product to you freight collect. Actual delivery times may vary if Customer's location is remote and/or if common carriers encounter delays or require special transportation arrangements in reaching Customer's site, or if customs clearances impose delays.

NOTE: Before you ship any parts or products to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary or personal information and removable media regardless of whether a technician is also providing on-site assistance. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or lost removable media. Please, only include the product components requested by the phone technician.

Part dispatches by Breqwatr:

For some issues, Breqwatr may dispatch a new or refurbished part for you to replace a defective part, if we agree that the defective part needs to be replaced. You must return the defective part to Breqwatr. Actual delivery times may vary if Customer's location is remote and/or if common carriers encounter delays or require special transportation arrangements in reaching Customer's site, or if customs clearances impose delays.

When you contact us, we may offer to ship you a replacement part prior to receiving your original part back. We will not invoice you for the replacement part as long as you return the original part to us within 10 days of your receipt of the replacement part.

Failure to timely return the defective part to Breqwatr in accordance with the written instructions provided with the replacement part may result in the suspension of your Limited Warranty support or an invoice in the amount of the then-current standard Breqwatr price for that part. A suspension of your Limited Warranty for failure to properly return a part will not toll the term of your Limited Warranty and the Limited Warranty will still expire in accordance with its original term.

If upon receipt of your original part, we determine that your product issue is not covered under the Limited Warranty, you will be given the opportunity to return the replacement part, at your sole expense, within 10 days from the date we contact you regarding the lack of coverage for your issue or we will invoice you the then-current standard price for the part.

NOTE: Before you ship any parts or products to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary or personal information and removable media regardless of whether a technician is also providing on-site assistance. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or lost removable media. Please, only include the product components requested by the phone technician.

Important information about On-Site Warranty Service after Remote Diagnosis:

If the Breqwatr Limited Warranty for your product includes on-site warranty service, and if Breqwatr determines that your issue is covered under the Limited Warranty and the technician cannot correct your problem over the phone or, if applicable, by dispatching a part or replacement product to you, then Breqwatr may dispatch a service technician to your location within the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada.

A Customer representative must be present at all times during the service technician's visit. You must grant the service technician full access to the system and provide a safe and adequate working space (at no cost to Breqwatr). If these requirements are lacking, Breqwatr is not obligated to provide service.

In addition, Breqwatr is not obligated to provide service if your location or the general area where the system is located is determined to be unsafe by our technician. On-site service will only be provided at the location of which the product is registered with Breqwatr.

If an authorized Customer representative is not at the location when the service technician arrives, the service technician will not be able to service your system and you may be charged an additional amount for a follow-up service call.

If the telephone technician determines that your system needs a replacement part, you authorize the on-site technician to act as your service agent to handle the delivery and return of the warranty parts necessary to render on-site repairs. You may incur a charge if you fail to allow the on-site technician to return parts to Breqwatr.

Performance of Service and Response Times:

Both the performance of service and service response times depend upon the time of day your call is received by Breqwatr, the service alternative you purchased, parts availability, geographical restrictions, weather conditions, and the terms of the Limited Warranty.

Language:

All support and warranty service will be provided in English.

Conditions and Exclusions to Support and Warranty Service:

Refer to the Limited Warranty for details on conditions and exclusions to warranty and support services.

Warranty and Support Service
Revision Date May 26, 2014
END OF AGREEMENT