

Jupiter Care™ for Processors

Products Covered

This limited warranty covers:

**J-Series
Fusion Catalyst**

**PixelNet
Canvas**

Jupiter Care covers Jupiter products purchased as systems, and extends to all of the products belonging and related to those product lines (hardware/software) purchased from Jupiter.

Standard Warranty

2 years — J-Series, Fusion Catalyst and PixelNet hardware

1 year — Canvas software

Program Highlights

The goal of Jupiter Care is to simplify and consolidate the hardware warranty, software support and updates into one maintenance agreement so as to provide an enhanced Service Level Agreement (SLA) at a great price.

- Jupiter standalone hardware products (J-Series, Fusion Catalyst and PixelNet) ship with 24 months of Jupiter Care, which includes both hardware warranty and software support & updates.
- Jupiter Canvas software product ships with 12 months of Jupiter Care, which includes software support & updates. Jupiter Care software maybe extended indefinitely as long the software is available for sale.
- Jupiter Care can be extended to cover a maximum period of 5 years after initial system purchase of the hardware.
- A discount is available if extended years of Jupiter Care (years 3, 4, and 5 for hardware products are purchased at time of initial system purchase. Software years 2, 3, 4, 5 + for software products at normal price.
- Jupiter Care guarantees advance replacement of faulty boards and parts within 48 hours of engagement of Jupiter tech support. Advance replacement of complete systems, if required, is guaranteed within one week.
- Prioritized tech support response times and escalations.

Benefits of Jupiter Care

Jupiter Care delivers the resources that help our clients protect and extend the value of their investment.

- **Software and Firmware Updates:** Get the latest updates, new features, on available solutions
- **Technical Support Access:** One-on-one support, on the phone and online
- **Stability:** Increase system performance and reduce downtime
- **Problem Resolution:** Full access to our technical resources and Jupiter experts
- **Communication:** Receive proactive notification about new software versions and patches
- **Responsiveness:** Prioritized advance replacement on faulty hardware with defined response time objectives

Out-Of-Program Support

Out-Of-Program support is offered for systems which do not qualify under the Jupiter Care program or whose owners have elected not to participate in the Jupiter Care Program.

Out-Of-Program support allows product owners to contact Jupiter Systems Technical Support to arrange for a Return Materials Authorization (RMA) for their Jupiter product via phone, web, or e-mail. Such owners are not entitled to Jupiter Care services, including remote diagnosis, software or firmware updates, or any other features of the Jupiter Care program.

Out-Of-Program systems returned to Jupiter under RMA will be repaired on a time and materials basis. All such systems will be subject to a flat fee of \$500 for system diagnosis. A cost-to-repair estimate will be provided to the system owner and must be approved in writing before any repairs are performed. Such repairs are subject to both schedule and parts availability.

Support Options Compared

TYPE OF SUPPORT	JUPITER CARE	OUT-OF-PROGRAM
Incident Reporting with RMA	Yes	Yes
Software Firmware Support and Updates	Yes	Not available
Hardware Warranty Support	Yes	Not available
Phone / Email / Web Support	Yes	Not available
Prioritized Advance Replacement	Yes	Not available
Prioritized Response Time	Yes	Not available
Feature / Enhancement Requests	Yes	Not available

Disclaimer

Jupiter cannot guarantee that updates to Operating Systems, Canvas software, hardware, or hardware drivers will be fully compatible with all legacy systems. To ensure compatibility and avoid potential issues, please contact Jupiter Support for validation before performing any system upgrades or updates.

Performing hardware or software upgrades without prior consultation and validation from Jupiter Support may result in system instability or failure, and may void your Jupiter Care coverage

Contact Us

For more information on Jupiter Care or to get a quote, please contact your local Jupiter Regional Sales Manager or visit us online at jupiter.com/about/support. We're here to help you.

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Jupiter Care™ for Pana Displays

Products Covered

This limited warranty covers:

**Pana 105T / Pana 105 / Pana 105XT / Pana 105X
Pana 81T / Pana 81 / Pana 81X
Pana 34**

Should your Jupiter commercial LCD monitor (“Product”) fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, Jupiter Systems (“Jupiter”) will, at its discretion, repair or replace the Product. This limited warranty is valid only to the original retail purchaser of the Product.

Technical Support

If you require assistance with any suspected hardware fault, please contact the whom you purchased the display through. If you require further assistance, Jupiter Systems has a technical support team. The technical support email is support@jupiter.com or the support line is +1-510-675-1000. Please provide as much information to the support team about the fault and any steps you have taken in trying to resolve the issue.

Warranty Period

3 years — Parts (internal functional parts only)

3 years — Back Light

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater
- Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured
- Replaced product or part(s) will be the property of Jupiter

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL JUPITER OR ITS DISTRIBUTORS / DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. JUPITER'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.

Some regions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty last, so the above exclusions or limitations may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights that vary from region to region.

Display Service Request Process

The original sales receipt specifying the Product and date of purchase is required to obtain warranty service. Under some circumstances, you may be asked to provide credit card information for a non-warranty service fee, as a deposit for advanced shipment, or cost of unreturned loaner product. To ensure proper credit and avoid unnecessary charges, you must obtain a return authorization before returning any product to Jupiter. In the event a replacement product is received, please use the original carton / packaging from that replacement product in returning the defective unit to Jupiter. Jupiter shall bear the cost of out-bound shipping under this limited warranty.

Pixel Functionality

Your Product's display contains many individual pixels, and typically a small number of pixels do not function normally. Your display has been inspected and is in compliance with Jupiter's specifications, and any pixel non-functionality does not affect the operation or use of your Product's display.

Display Limited Warranty Exclusions

- Service trips to deliver, pick up, install, educate how to operate, replace fuses, correct wiring, or correct unauthorized repairs and the removal and reinstallation of the Product for repair.
- Damage or defects of the Product caused by transportation and/or handling, including scratches, dents, chips, and/or other damage to the finish of your Product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
- Image burn-in
- Minor imperfections within design specifications that do not materially alter or affect functionality.
- Damage or defects of the Product caused by:
 - installation or repair of antenna systems, cable converters, other equipment supplied by cable company, or other components in a video system.
 - unauthorized alternation, modification or incorporation into any other product or system components, or if it is used for other than the intended purpose.
 - improper set-up or adjustment on consumer controls.
 - incorrect electrical current or voltage, power failures, interruptions or inadequate electrical service, including incorrect or insufficient AC supply.
 - resulting from operation of the Product contrary to the Product owner's manual and/or installation manual.
 - resulting from misuse, abuse, improper installation, repair or maintenance.
 - accidents, pests and vermin, lightning, wind, fire, flood, or other acts of God.
 - use of accessories, parts, consumable cleaning products, or service not provided or approved by Jupiter.
 - missing items to any Product sold "As Is", "With all Faults" or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility cost and additional utility expenses.
- Replacement of any consumable parts, including batteries on the remote control.

Contact Us

For more information on Jupiter Care or to get a quote, please contact your local Jupiter Regional Sales Manager or visit us online at jupiter.com/about/support. We're here to help you.

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Jupiter Care™ for Zavus XP Series

Products Covered

This limited warranty covers:

Zavus XP Series products (models XP7, XP9, XP12), including associated Helios video processors and Jupiter-supplied distribution switches (collectively, the “Products”)

WARRANTY COVERAGE

Jupiter Systems, Inc. (“Jupiter”) warrants that its Products shall be free from defects in materials and workmanship under normal use for a period of three (3) years from the date of shipment (the “Warranty Period”), when installed, used, and maintained in accordance with all documentation provided by Jupiter.

“Normal use” means operation within the specified environmental, electrical, and technical parameters, free from excessive dust, moisture, physical abuse, or unauthorized modification.

This Limited Warranty covers:

- Zavus LED display cabinets, LED Display Modules (LDMs), hub boards, receiver cards, and factory-supplied power supply units
- Helios video processors and distribution switches supplied by Jupiter
- Any additional components shipped by Jupiter as part of the original system configuration

Warranty remedies are limited to repair or replacement of the affected component(s) at Jupiter’s sole discretion. If Jupiter determines that repair or replacement is not commercially reasonable, a pro-rata refund may be issued, based on the time remaining in the Warranty Period and the original purchase price.

WARRANTY SERVICE PROCESS

To initiate a warranty claim, the customer must:

- Contact Jupiter Technical Support at support@jupiter.com or 1-510-675-1000 (Option 1)
- Provide the product model, serial number, installation location, and a detailed description of the issue
- Obtain a Return Material Authorization (RMA) number before shipping any components

All returned components must be properly packaged in original or equivalent protective materials. Failure to comply with the RMA process may result in denial of warranty service or additional charges.

ADVANCE REPLACEMENT

Where applicable, Jupiter will provide **Advance Replacement** of critical components:

- Replacement items will be shipped via ground service within the continental U.S.
- If defective components are not returned within 30 calendar days, Jupiter may invoice the customer for the current market value of the unreturned item
- Advance replacement is subject to technical validation and availability

WARRANTY EXCLUSIONS

This warranty does not cover defects or damage resulting from:

- Improper installation, misuse, or operation outside of environmental/electrical specifications
- Relocation of the system without prior written consent from Jupiter
- Use of third-party accessories or components not approved by Jupiter
- Tampering, unauthorized modification, or repair by unqualified personnel
- Cosmetic imperfections not affecting performance (e.g., non-uniformity, minor scratches)
- Damage caused by static image retention, including long-term display of high-contrast or static content

Consumable components such as cables, mounting hardware, fuses, and other accessories are not covered unless specifically included in the initial shipment.

LIMITATION OF REMEDIES AND LIABILITY

This Limited Warranty constitutes the **exclusive remedy** of the purchaser and is **expressly in lieu of** all other warranties, whether oral, written, express, or implied, including any implied warranties of **merchantability** or **fitness for a particular purpose**, which are expressly disclaimed to the maximum extent permitted by law.

In no event shall Jupiter be liable for:

- Special, incidental, punitive, or consequential damages
- Loss of revenue, profits, business opportunity, or data
- Claims exceeding the purchase price of the affected Product

Some states and countries do not allow limitations on implied warranties or the exclusion of incidental or consequential damages. In such jurisdictions, the above limitations may not apply, but will be enforced to the maximum extent allowed under applicable law.

WARRANTY TRANSFER AND GOVERNING LAW

This Limited Warranty is **non-transferable** and applies only to the original end-user purchaser.

This Warranty shall be governed by the laws of the **State of California**, without regard to its conflicts of law principles. Any disputes arising out of or relating to this Warranty shall be resolved exclusively in the state or federal courts located in Alameda County, California.

Jupiter Systems, Inc. reserves the right to revise this warranty statement at any time, provided that such revisions do not retroactively limit coverage for Products already under warranty.

Contact Us

For more information on Jupiter Care or to get a quote, please contact your local Jupiter Regional Sales Manager or visit us online at jupiter.com/about/support. We're here to help you.

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