

***Tadpole-RDI
Product Warranty,
Extended Warranty,
and Service Guide***

Effective May 20, 1999

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Terms and Conditions

Tadpole-RDI warrants its products to perform in accordance with published specifications at the time of shipment. This warranty insures that all Tadpole-RDI products are free from defects in material and workmanship when used under the condition described below:

Tadpole-RDI's products, including the VoyagerIII, UltraBook, PrecisionBook, SPARCbook and PowerLite are designed for commercial use and not for use in "rugged" or harsh environments. Using the product in an environment considered by Tadpole-RDI as "non-commercial" and/or outside the environmental specifications, invalidates the product warranty. If in any doubt, contact Tadpole-RDI:

In the USA: Customer Service at (800) 734-7030 or (760) 929-0992.

In Europe: European Support Centre at +44 1223 278200.

Warranty Period

Every Tadpole-RDI product is covered by a one-year warranty starting from the original date of shipment from Tadpole-RDI. Extended warranties for additional years may be purchased as an option. (See Extended Warranty Program section)

Coverage and Limitations

If, in Tadpole-RDI's opinion, the product malfunctions at anytime during the stated warranty period, Tadpole-RDI will cover all defects in material and workmanship in the product. Coverage under this policy shall not include:

- Any product not distributed by Tadpole-RDI or an Authorized Tadpole-RDI partner.
- Any product in which the serial number has been defaced, modified, or removed.
- Inspection and testing by Tadpole-RDI resulting in no defects found.
- Removal and maintenance of accessories, attachments, machines, or other devices (Tadpole-RDI and non- Tadpole-RDI) not covered by this agreement.
- Internal peripherals (i.e. hard disk) and options (i.e. memory) not supplied by Tadpole-RDI.
- Repair, maintenance and adjustment of Tadpole-RDI product required due to, but not limited to, neglect, misuse (including repair or maintenance by parties other than Tadpole-RDI or its authorized representatives), abuse, usage not in accordance with product specifications and instructions, accident, unauthorized alterations, repairs or modifications, damage caused by internal and/or external peripherals and options not supplied by Tadpole-RDI, improper environment (including lightning, static electricity, fire or extreme temperatures), or acts of God.
- Service necessitated to comply with requirements of regulations of any governmental body or agency arising after the date of purchase.
- Any software component of any product.
- Data recovery due to hard disk drive failure or motherboard failure.

Limitation of Implied Warranties

All implied warranties, including warranties of merchantability and fitness for a particular purpose, are limited in duration to the length of the specific product warranty. Tadpole-RDI, at its sole discretion, may replace the product in whole or in part with comparable equipment and may use re-manufactured and refurbished parts and modules in performing service. Replacement parts and modules shall become the end-user's property; the replaced parts shall become the property of Tadpole-RDI. Tadpole-RDI shall have no obligation to return replaced parts. In no event shall Tadpole-RDI be liable for any delay in rendering service under this warranty. Tadpole-RDI's maximum liability under this warranty shall be limited to the replacement portion of the product under dispute with comparable equipment.

Exclusion of Damages

Tadpole-RDI's liability for any defective product is limited to the repair or replacement of the product at its option. Tadpole-RDI shall have no liability or responsibility to the end-user or any other person or entity with respect to any liability for damage to other property, including software, caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss in time, loss of data, loss of business, commercial loss, or any other damages, whether incidental, consequential or otherwise. In no event shall Tadpole-RDI be liable for loss of profits or any indirect, special, or consequential damages arising out of any breach of this warranty policy. State laws vary the end-user's rights under this warranty policy.

Warranty Service

Products requiring repair must be shipped prepaid to a Tadpole-RDI repair facility. **A Return Material Authorization (RMA) number must be issued by Tadpole-RDI Customer Service prior to any warranty return shipment.** The product to be serviced must be accompanied by your assigned RMA number, dated proof of purchase, your name, address, and description of the problem as well as all interconnecting cables, cords, and supplements originally supplied with the product. All non-Tadpole-RDI equipment, accessories, attachments, modifications, programs, data and storage media must be removed from the product before it is delivered for service. Tadpole-RDI shall not be responsible for items that are not removed.

If you have any questions, or require an RMA number, in the USA please contact Tadpole-RDI Customer Service at: Phone: (800) 734-7030 or (760) 929-0992, Fax: (760) 931-5981 or Email: support@tadpoledr.com. In Europe please contact European Support Centre at: TEL: +44 1223 278200, FAX: +44 1223 278204.

Extended Warranty Program

Tadpole-RDI offers extended warranties for the VoyagerIII, UltraBook, PrecisionBook, SPARCbook, and PowerLite for subsequent years after the initial one-year warranty. The extended warranties cover the complete system including memory, hard drives, floppy drives, PCMCIA and display unless otherwise specified. End-users are offered the option to purchase an extended warranty at time of purchase of their system or anytime thereafter. When a Tadpole-RDI product is under its original warranty, the end-user may purchase an extended warranty to commence from the date the original warranty expires. When the Tadpole-RDI product is beyond the original warranty period, end-users wishing to begin an extended warranty program must send the Tadpole-RDI system to the Tadpole-RDI Customer Service Department for a **Serviceability Inspection (SI)**. The end-user will be responsible for all shipping charges. The inspection will be performed at no charge. Should a system not pass the SI, the customer will be contacted to authorize the repairs and will be invoiced at Time and Materials charges before commencing the Extended Warranty Program.

Extended Warranty Period

Tadpole-RDI offers second and third year warranty options only. The extended warranty covers repair and service charges for one or two 12-month periods from either the time of purchase of the extended warranty or the date the original warranty expires (where an end-user purchases the service contract at the time of system purchase or during the initial 12-month warranty period). The purchase of the second year warranty is required prior to the purchase of the third year extended warranty. Pricing is available in the Extended Warranty pricing section of this document.

Placing Orders

Extended warranties may be purchased at the time the system order is placed, during the warranty period or after the initial warranty expires. To place an order for an extended warranty, please contact Tadpole-RDI Sales at (800) 734-5483 or Fax (760) 931-1063 or Customer Service at (800) 734-7030 or Fax to (760) 931-5981 or Email: support@tadpolderdi.com.

Time and Materials

Time and Materials Service

For end-users who do not choose the extended warranty option, Tadpole-RDI Customer Service provides time and materials repairs. The hourly labor rate is \$125 per hour and a minimum two hour charge is assessed for any time and materials repairs. Charges thereafter are assessed at half-hour intervals. Time and materials repairs occur on a best effort basis. Turn-around time for time and materials repairs is based on labor and material availability.

Tadpole-RDI Extended Warranty Program covers repair and service charges for the UltraBook 167MHz and the UltraBook 200MHz for one twelve month period.

The options on the following page define UltraBook models with the following format:

UltraBook 167MHz Warranty Option

EWU16-12-P = Extended one year warranty for an UltraBook 167MHz with 32 to 512 MB memory and a 12-inch LCD panel with PCI based ATI RAGE LT Graphics.

EWU16-14-P = Extended one year warranty for an UltraBook 167MHz with 32 to 512 MB memory and a 14-inch LCD panel with PCI based ATI RAGE LT Graphics.

EWU16-14-C3 = Extended one year warranty for an UltraBook 167MHz with 32 to 512 MB memory and a 14-inch LCD panel with Sun Creator 3D Graphics.

UltraBook 200MHz Warranty Option

EWU20-12-P = Extended one year warranty for an UltraBook 200MHz with 128 to 512 MB memory and a 12-inch LCD panel with PCI based ATI RAGE LT Graphics.

EWU20-14-P = Extended one year warranty for an UltraBook 200MHz with 128 to 512 MB memory and a 14-inch LCD panel with PCI based ATI RAGE LT Graphics.

EWU20-14-C3 = Extended one year warranty for an UltraBook 200MHz with 128 to 512 MB memory and a 14-inch LCD panel with Sun Creator 3D Graphics.

**UltraBook 167 MHz and 200 MHz EXTENDED
WARRANTY MODELS & PRICES**

<u>UltraBook 167MHz</u>	<u>1 year EW PRICE</u>
EWU16-12-P	\$ 2,050
EWU16-14-P	\$ 2,050
EWU16-14-C3	\$ 2,490
<u>UltraBook 200MHz</u>	<u>1 year EW PRICE</u>
EWU20-12-P	\$ 2,325
EWU20-14-P	\$ 2,325
EWU20-14-C3	\$ 2,765

VoyagerIli 300 MHz Extended Warranty Program

Tadpole-RDI Extended Warranty Program covers repair and service charges for the VoyagerIli 300MHz for one twelve month period.

The following option defines VoyagerIli models with the following format:

VoyagerIli 300MHz Warranty Option

EWV30 = Extended one year warranty for a VoyagerIli 300MHz with 128 to 1024 MB memory, with one or two removable disk packs and any graphics option.

VoyagerIli 300MHz EXTENDED WARRANTY MODELS & PRICES	
<u>VoyagerIli 300MHz</u>	<u>1 year EW PRICE</u>
EWV30	\$ 2,025

Extended Warranty Program

Tadpole-RDI Extended Warranty Program covers repair and service charges for the PrecisionBook 132MHz, 167MHz and the PrecisionBook 180MHz for one twelve month period.

The options on the following page define PrecisionBook models with the following format:

PrecisionBook 132MHz Warranty Option

EW13-12* = Extended one year warranty for a PrecisionBook 132 MHz with 32 to 512 MB memory and a 12-inch LCD panel with HP VISUALIZE-EG Graphics with one, two or three removable hard drives.

EW13-14* = Extended one year warranty for a PrecisionBook 132 MHz with 32 to 512 MB memory and a 14-inch LCD panel with HP VISUALIZE-EG Graphics with one, two or three removable hard drives.

PrecisionBook 167MHz Warranty Option

EW16-12* = Extended one year warranty for a PrecisionBook 167 MHz with 32 to 512 MB memory and a 12-inch LCD panel with HP VISUALIZE-EG Graphics with one, two or three removable hard drives.

EW16-14* = Extended one year warranty for a PrecisionBook 167 MHz with 32 to 512 MB memory and a 14-inch LCD panel with HP VISUALIZE-EG Graphics with one, two or three removable hard drives.

* Optional secondary cache (L2) is added at the end of the part number.

Extended Warranty Program

PrecisionBook 180MHz Warranty Option

EW18-12* = Extended one year warranty for a PrecisionBook 180 MHz with 64 to 512 MB memory and a 12-inch LCD panel with HP VISUALIZE-EG Graphics with one, two or three removable hard drives.

EW18-14*= Extended one year warranty for a PrecisionBook 180 MHz with 64 to 512 MB memory and a 14-inch LCD panel with HP VISUALIZE-EG Graphics with one, two or three removable hard drives.

* Optional secondary cache (L2) is added at the end of the part number.

EXTENDED WARRANTY MODELS & PRICES

PrecisionBook 132 MHz

	1 year EW PRICE
EW13-12	\$2,050
EW13-12-L2	\$2,050
EW13-14	\$2,050
EW13-14-L2	\$2,050

PrecisionBook 167 MHz

	1 year EW PRICE
EW16-12	\$2,380
EW16-12-L2	\$2,380
EW16-14	\$2,380
EW16-14-L2	\$2,380

PrecisionBook 180 MHz

	1 year EW PRICE
EW18-12	\$2,500
EW18-12-L2	\$2,500
EW18-14	\$2,500
EW18-14-L2	\$2,500

SPARCbook Extended Warranty Program

SPARCbook Extended Warranty Program

Tadpole-RDI Extended Warranty Program covers repair and service charges for the SPARCbook 3TX, 3XT, or 3ST for one twelve month period.

The following options define SPARCbook models with the following format:

EWTX= Extended warranty for a SPARCbook 3TX system with 170mhz TurboSPARC processor, 1xHDD, 32 to 256MB RAM and a 10.4" LCD with 800x600 resolution.

EWST= Extended warranty for a SPARCbook S3000ST system with 170mhz TurboSPARC processor, 1xHDD, 128 to 256MB RAM and a 12.1" LCD panel with 800x600 resolution.

EWXT= Extended warranty for a SPARCbook S3000XT system with 170mhz TurboSPARC processor, 1xHDD, 128 to 256MB RAM and a 12.1" LCD panel with 1024x768 resolution.

SPARCbook EXTENDED WARRANTY MODELS & PRICES

SPARCbook

EWTX
EWST
EWXT

1 year EW PRICE

\$1,650
\$1,650
\$1,650

PowerLite Turbo 170 Extended Warranty Program

<u>PowerLite Turbo 170 Second or Third Year Warranty Option</u> Tadpole-RDI Extended Warranty Program covers repair and service charges for the PowerLite Turbo 170 for one twelve month period. The following option defines PowerLite Turbo 170 models with the following format: EWPR170= Extended warranty for a PowerLite Turbo 170MHz with 32 to 256 MB memory and a 12.1" LCD panel.	
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POWERLITE TURBO 170 EXTENDED WARRANTY MODELS & PRICES	
<u>POWERLITE TURBO</u>	<u>1 year EW PRICE</u>
EWPR170	\$ 2,310

<u>TIME AND MATERIALS (T&M)</u> CUSTOMER SERVICE HOURLY LABOR RATE PARTS AND MATERIALS ON PER QUOTE BASIS	<u>RATE/HR</u> \$125/HR

Notes

Prices, Terms and Conditions are subject to change without notice.

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