



WARRANTY STATEMENT

PRODUCT WARRANTY

DFS products carry a one (1) year warranty against defects in material and workmanship. All Plug-in Function Modules, Telemetry Control Units, Power Supply Modules and Radio Interface Modules carry an extended two (2) year return-to-factory warranty. Products that carry an extended warranty are covered against damage due to lightning and surge for the entire three-year period when installed per factory-approved requirements.

DFS will repair or replace at its option, F.O.B. Melbourne, Florida, any part or parts of its products, which become defective during this warranty period.

RETURN AUTHORIZATION

Product to be sent in for repair requires a Return Authorization (RA) number before shipment. Obtain an RA number by contacting our Factory Repair Center via telephone at 321-259-5009 or by email at rma@dataflowsys.com.

SOFTWARE WARRANTY

The DFS SCADA Software is warranted for as long as it is in use by the Owner. All DFS SCADA Software upgrades are provided to the Owner and are performed free of charge, but they must be installed by an authorized DFS service technician. If remote access to the SCADA server is available via a VPN or dial-up connection, our service department will perform all upgrades free of charge. Please contact our Customer Support Department to coordinate a time to perform the remote upgrade. If remote access is not available, or if preferred, an on-site upgrade can be performed for an installation fee.

ONSITE INSTALLATION WARRANTY

When a DFS product has been installed and/or on-site inspected by a DFS certified technician, on-site warranty services are provided for one (1) year, from the date of system acceptance, covering defects in installation, material and workmanship.

TECHNICAL SUPPORT

DFS provides no-charge technical phone-support for the life of the TAC II SCADA system. Contact our Customer Support Department via telephone at 321-259-5009 during normal business hours (weekdays, excluding holidays, 8:00 AM to 5:00 PM Eastern) or at 321-288-1959 for after-hours emergency support.