

**Customer Support, Warranty and Repairs**

Alexander's Meter Reading Solutions  
14183 Minuteman Drive  
Building "C" First Floor Ste 101  
Draper, UT 84020  
Customer Support: 805-464-4640 [Chad@alexander-co.com](mailto:Chad@alexander-co.com)  
Sales 805-464-4638 [Billy@alexander-co.com](mailto:Billy@alexander-co.com)

**Corporate Offices**

Alexander's Contract Services Inc  
8655 Moro Road Ste C  
Atascadero, CA 93422  
Accounting: 805-461-3457

**VersaProbe Warranty**

Alexander's Meter Reading Solutions, hereafter called "AMRS" warrants that the VersaProbe shall be free from defects in materials and workmanship, under normal intended use, for a period of twelve (12) months from the date of shipment. AMRS warrants that battery packs, cables, charger, and any accessories shall be free from defects in materials and workmanship, under normal intended use, for a period of ninety (90) days from the date of shipment.

**I. COVERAGE**

- A. Warranty shall include replacement of necessary parts to restore the equipment to operating condition.
- B. New or equivalent to new parts will be used in effecting repairs. Replacement parts will be furnished on an exchange basis. Replaced parts shall become the property of AMRS.
- C. Replacement parts and services performed as part of the repair are warranted for a period of ninety (90) days following delivery of repaired equipment to Customer.
- D. Except as stated herein, AMRS makes no express or implied warranties including the implied warranties of merchantability and fitness for particular purpose respecting this agreement and the services provided herein.
- E. The Customer shall be responsible for all expenses associated with packing and shipping any equipment to be returned to AMRS. AMRS will be responsible for all expenses associated with packing and shipping any equipment to the Customer. AMRS shall not be responsible for any delays in packing and shipping of any equipment to be delivered to the Customer, or for loss or damage of equipment while in transit. International customers are responsible for all import/export duties and fees in addition to the shipping fees.

**II. EXCLUSIONS**

- A. This Warranty shall not apply if:
  - 1. The product has been set up improperly or has been improperly installed or calibrated by Customer.
  - 2. The product is operated in a manner that is not in accordance with the User Guide.
  - 3. The product is used for a purpose other than for which it was designed.
  - 4. The product has been used in environmental conditions outside of those specified for the product.
  - 5. The product has been subject to any modification, alteration, or change by or on behalf of Customer.
  - 6. The product is defective or malfunctions as a result of misuse or accident.
  - 7. The serial number on the product has been tampered with or removed.
  - 8. The product has been opened or tampered with in any way.
- B. Excessively worn parts are not covered under this warranty. These parts may include, but are not limited to the trigger covers and switches, LCD screens, coil covers/inductive touch pads and connectors.
- C. Physically damaged components including damaged LCD screens resulting from accidental drops or other events outside the scope of normal, intended use are not covered.
- D. This warranty is exclusive, and AMRS will not assume and hereby expressly disclaims any further warranties whether expressed or implied, including, without limitation, any warranty as to merchantability, fitness for a particular purpose, non-infringement or any warranties arising from the course of performance, dealing, or usage of trade.
- E. AMRS makes no warranties that its products will meet your requirements or will work in combination with any hardware or application software products provided by third parties, or that all defects in the product will be corrected.
- F. AMRS is not responsible for equipment failure or failure to render service or maintenance due to causes not the fault of or beyond control of AMRS.
- G. AMRS will not in any event be liable to the Customer for special, consequential, or incidental damages nor shall AMRS's liability to the Customer exceed one month's charges applicable to service of the equipment.