Jupiter Care™ for Zavus Products

Products Covered
This limited warranty covers:

Zavus XP Series products (models XP7, XP9, XP12), and Zavus AIO Series products (models 2K136, 2K136T, 2K163, 2K163T, 4K136, 4K136T, 4K163, 4K163T) 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.

Jupiter
31015 Huntwood Avenue
Hayward, California 94544-7007 USA

+1 510 675 1000
+1 510 675 1001 fax
support@jupiter.com

Jupiter

jupiter.com

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