

Limited Warranty Guide

PalmSecure™ Palm Vein Authentication Device



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Printed in the U.S.A. PN: BR25401006



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WELCOME

Congratulations on your purchase of a Fujitsu PalmSecure™ palm vein authentication device! Our Products are designed to provide Fujitsu customers the highest performance and quality. All Fujitsu PalmSecure™ Palm Vein Authentication Devices are covered by the following Limited Warranty:

LIMITED WARRANTY FOR THE FUJITSU PALMSECURE™ PALM VEIN AUTHENTICATION DEVICE

Fujitsu Computer Products of America, Inc. (“FCPA”) provides the following Limited Warranty on the Fujitsu PalmSecure™ palm vein authentication device (the “Fujitsu PalmSecure Sensor”) to its distributors and direct customers:

FCPA warrants that from the time of sale through the Limited Warranty period, the Fujitsu PalmSecure Sensor will function properly under normal use in accordance with the Fujitsu PalmSecure Sensor specifications, be free of defects in materials or workmanship, and will conform to the performance specifications applicable to the Fujitsu PalmSecure Sensor.

This Limited Warranty for the Fujitsu PalmSecure Sensor is subject to the warranty exclusions described below. A Fujitsu PalmSecure Sensor found to be defective, or which does not conform to the performance specifications, will be repaired or replaced with a new or refurbished PalmSecure Sensor, at FCPA's option.

FCPA's distributors and direct customers of FCPA may determine the applicable Limited Warranty Period for the Fujitsu PalmSecure Sensor purchased from FCPA or obtain complete warranty and service program information and restrictions by visiting the Warranty Service Guide page:

<http://www.fujitsu.com/us/services/biometrics/palm-vein/warranty/guide.html>

Proof of purchase may be required to demonstrate eligibility for warranty service.

Warranty Exclusions

FCPA's Limited Warranty does not apply to defects or damage to the Fujitsu PalmSecure Sensor resulting from (a) improper operation, improper storage, misuse or abuse, accident, neglect or physical or cosmetic damage; (b) a failure to properly package and ship the Fujitsu PalmSecure Sensor to FCPA for warranty service in accordance with FCPA's then current Packaging and Shipping Guidelines found at <http://www.fujitsu.com/us/services/biometrics/palm-vein/warranty/guide.html>, (c) contact with or exposure to liquid or other moisture, corrosive substances, water, weather and the elements, sunlight, extreme humidity, heavy perspiration, foreign particles, sand, dirt, dust or the like, extreme heat, or food; (d) environmental conditions, such as vibration, electrical work external to the Fujitsu PalmSecure Sensor or failure to provide electro-static discharge (ESD) protection; (e) improper installation or installation error, system integration, programming, systems engineering, relocation, reconstruction of data, or removal of part or any component of the PalmSecure Sensor (including breakage of a connector, cover, glass, pins, seals or other components); (f) service, modification or repair not performed by FCPA or an FCPA-authorized service provider, or by tampering, use of counterfeit or other non-Fujitsu components, assemblies, accessories or modules; (g) unreasonable maintenance, operator error, and use of cleaning products or other accessories not approved by FCPA; (h) use of the Fujitsu PalmSecure Sensor in contravention of recommended procedures or specifications; (i) failure to install Fujitsu firmware updates or releases available by or through FCPA

or its parent company for the Fujitsu PalmSecure Sensor; (e) other acts that are not the fault of FCPA; or (f) other warranty exclusions published from time to time online at <http://www.fujitsu.com/us/services/biometrics/palm-vein/warranty/guide.html>

FCPA will not provide warranty service on any Fujitsu PalmSecure Sensor with broken seals; serial numbers or labels that have been removed, altered or obliterated; or other evidence of tampering. FCPA will not provide warranty service on any Fujitsu PalmSecure Sensor that FCPA determines to be stolen, scrapped or otherwise removed from normal service.

FCPA provides no warranty on Fujitsu PalmSecure Sensors purchased in countries other than the United States, Canada or Mexico. Purchasers of Fujitsu PalmSecure Sensors purchased outside of the United States, Canada or Mexico must seek warranty service, if any, from or through the third-party source from whom the purchase was made. FCPA provides no warranty for Fujitsu PalmSecure Sensors purchased as part of a third party manufacturer's product, computer system, access or data security system or other electronic device or instrument. Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

Repaired Fujitsu PalmSecure Sensors or replaced Fujitsu PalmSecure Sensors have a Limited Warranty period equivalent to the remainder of the Limited Warranty period applicable to the non-conforming Fujitsu PalmSecure Sensor unit or ninety (90) days, whichever is longer.

Disclaimer and Limitation of Liability

FCPA'S SOLE OBLIGATION UNDER THIS LIMITED WARRANTY TO FCPA'S DISTRIBUTOR OR DIRECT CUSTOMER IS TO REPAIR OR REPLACE ANY DEFECTIVE OR NON-CONFORMING FUJITSU PALMSECURE SENSOR, AS PROVIDED FOR HEREIN AND IS PROVIDED IN LIEU OF ALL OTHER REMEDIES, EXPRESS OR IMPLIED. IF FCPA IS UNABLE TO REPAIR OR REPLACE ANY DEFECTIVE OR NON-CONFORMING PALMSECURE SENSOR, FCPA SHALL ACCEPT RETURN OF THE DEFECTIVE SENSOR AND REFUND TO ITS DISTRIBUTOR OR DIRECT CUSTOMER ANY AMOUNTS PAID FOR THE PALMSECURE SENSOR. EXCEPT AS EXPRESSLY STATED HEREIN AND TO THE FULLEST EXTENT PERMITTED BY LAW, FCPA MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF NON-INFRINGEMENT, OF FITNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY, OR ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. TO THE FULL EXTENT PERMITTED BY LAW, FCPA EXPRESSLY DISCLAIMS ALL WARRANTIES OR GUARANTEES, EXPRESS OR IMPLIED, REGARDING ACCURACY OF THE FUJITSU PALM SECURE SENSOR, USE OR OPERATION OF THE FUJITSU PALMSECURE SENSOR WITH FASCILMILES OR REPLI-CAS OF A HUMAN PALM, WITH HARDWARE OR SOFTWARE SYSTEMS NOT MANUFACTURED OR SOLD BY FCPA, OR SECURITY OF DATA FROM UNAUTHORIZED ACCESS, DISCLOSURE, ALTERATION OR DESTRUCTION. FCPA DISCLAIMS ALL LIABILITY FOR INDIRECT, CONSEQUENTIAL, PUNITIVE, AND SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST OR INACCESSIBLE DATA, DATA SUBJECTED TO BREACH OF SECURITY, LOST REVENUE, LOST PROFITS, OR OTHER LOSS, WHETHER FORESEEABLE OR NOT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE FUJITSU PALMSECURE SENSOR.

NOTWITHSTANDING ANY CONTRARY TERM OR PROVISION, FCPA EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, REGARDING ACCURACY, OPERATION OR USE OF THE FUJITSU PALMSECURE SENSOR WHEN PROVIDED FOR EVALUATION OR TESTING PURPOSES.

FCPA MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO THE OPERATION OF OR USE OF ANY SOFTWARE USED, SOLD OR LICENSED IN CONNECTION WITH THE FUJITSU PALMSECURE SENSOR. TO THE FULLEST EXTENT PERMITTED BY LAW, FCPA EXPRESSLY DISCLAIMS ALL WARRANTIES OR GUARANTEES RELATING TO SUCH SOFTWARE, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF NON-INFRINGEMENT, OF FITNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY, OR ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE.

In the event of a conflict between the Limited Warranty and any other specifications or material published by Fujitsu, the terms of this Limited Warranty prevail.

HOW TO OBTAIN LIMITED WARRANTY SERVICE

Eligible customers seeking services for the Fujitsu PalmSecure Sensor device covered under this Limited Warranty must first obtain a Return Material Authorization Number ("RMA") by calling Customer Service at (800) 626-4686, Option 2

The customer acknowledges that any product sent to FCPA that is not covered by the Limited Warranty may be returned by collect freight.

Certain Fujitsu PalmSecure Sensors are supplied with a Product Manual, which contains information on unpacking, setup, installation, operation and maintenance. Careful reading of the manual will answer most of the technical questions the customer might have regarding the product. However, should additional technical assistance be required, please call:

**FCPA's Technical Assistance Center ("TAC")
(800) 626-4686**

TAC is available Monday-Friday (excluding holidays) 9 a.m. to 5 p.m. PST, unless otherwise indicated at <http://us.fujitsu.com/fcpa>. Before placing the call, please have readily available the Fujitsu PalmSecure Sensor model number, part number, serial number and proof of purchase, as well as a description of the problem experienced.

TAC personnel will assist the customer and working together try to correct the problem over the phone. To facilitate this, the purchaser may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is in the Fujitsu PalmSecure Sensor or the customer's system, equipment, or instrument on which it is being used and if the problem can be resolved over the phone.

If TAC determines the Fujitsu PalmSecure Sensor is defective and the sensor is covered under the Limited Warranty, a service request will be initiated, an RMA number will be assigned, and repair or replacement procedures will follow. This number should be kept in case the status of the replacement product needs to be checked. The customer will be asked for the address where the replacement product is to be shipped and, if required, will also be faxed or emailed packing and shipping instructions for return of the malfunctioning product.

Packaging and Shipping Guidelines

Customer must ship all warranty returns in careful compliance with the Packaging and Shipping Guidelines. Failure to do so may void the Fujitsu PalmSecure Sensor's warranty. FCPA advises that the customer keep the original box and packing materials for storing or shipping. The customer must return only the Fujitsu PalmSecure Sensor. Prior to shipment, the customer must remove and retain all "add-on" items, (i.e. adapters, brackets, cables, software, manuals, etc.). FCPA does not accept responsibility for these items and they will not be returned with the repaired or replacement Fujitsu PalmSecure Sensor.

FCPA is not responsible for product lost during shipment. All products being returned for Limited Warranty repair or replacement must be sent freight prepaid. Each box must reference the following information: Customer/Contact Name · Return Address · Phone Number · RMA Number (issued by an authorized FCPA source). The RMA number must be written on the outside of the shipping container for identification purposes. Shipments not properly identified will be refused.

FCPA may revise these guidelines from time to time. Customers may obtain current guidelines online at <http://www.fujitsu.com/us/services/biometrics/palm-vein/warranty/guide.html> or by calling (800) 626-4686.

Customer Responsibility

BY REQUESTING SERVICE, THE ELIGIBLE CUSTOMER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. FCPA IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR LOST OR DAMAGED DATA OR FILES.

Disclaimer

FCPA RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS SERVICE PROGRAMS OR SERVICE METHODS.

HOW TO CONTACT FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.

For Pre-Sales Information on the Fujitsu PalmSecure Sensor

Phone: (800) 626-4686, Option 1
Web Site: <http://www.fujitsu.com/us/services/biometrics/palm-vein/>

For Telephone Technical Assistance

Telephone technical support is available Monday-Friday between the hours of 9 a.m. to 5 p.m., PST, unless otherwise indicated at the FCPA website, <http://us.fujitsu.com/fcpa>.
Phone: (800) 626-4686

For Warranty Product Replacement

Phone: (800) 626-4686, Option 2
Web Site: <http://www.fujitsu.com/us/services/biometrics/palm-vein/contact/index.html>

ABOUT FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.

Fujitsu Computer Products of America, Inc. is a subsidiary of Fujitsu Limited, a leading provider of customer-focused IT and communications solutions for the global marketplace. FCPA provides innovative solutions for the U.S. marketplace. Current product and service offerings include: high performance hard disk drives, Magneto-Optical drives, scanners and scanner maintenance service, palm vein recognition technology, 10Gb Ethernet switches and degaussers.