

Dear customer,

We are pleased that you have decided to purchase a LevelOne product and hope you will have a lot of fun with it.

To ensure longer-lasting quality LevelOne gives you as the end user a manufacturer's guarantee according to the following list that you have the right to implement in case of a material or processing defect of the purchased product.

The LevelOne manufacturer's guarantee is only valid for countries of the European Community except for Great Britain. The guarantee starts on the day of purchase by the end user. The dated purchase or delivery receipt serves as proof for the time of purchase.

If a product was purchased before 1 August 2010, please observe the footnotes of the table.

Type of product	Guarantee period
Professional products as attached list (excluded external power supplies and accessories) *	ten (10) years
• routers (only external power packs and accessories) **	five (5) years
• 19" built-in switches (only internal fans) ***	five (5) years
• PCI network cards (only accessories)	five (5) years
• all other products (only accessories)	two (2) years

* The guarantee period of ten (10) years expires with the PhaseOut (End of Product Life Cycle). The implied warranty of two (2) years by purchase date is valid in any case. Every product with purchase date before 1st of August 2010, a guarantee period of two (2) years applies. External power packs and fans are subject to a guarantee of two (2) years.

** For all products of this category purchased before 1 August 2010, a guarantee period of two (2) years applies.

*** For all products of this category purchased before 1 August 2010, a guarantee period of three (3) years applies.

Please note that claims under guarantee can only be made presenting the original purchase or delivery receipt to an authorised LevelOne dealer. LevelOne reserves the right to reject warranties free of charge, if these documents are not presented or the required information is incomplete or illegible.

The given guarantee creates an own voluntary obligation by LevelOne as the manufacturer to the first buyers of new devices. Apart from this, you as the end user can have other legal claims which are not restricted by these guarantee conditions. Other or further claims than the claims described herein cannot be put forward on the basis of these conditions. Independently from this manufacturer's guarantee, there can be guarantees of LevelOne dealers or other third persons which can exclusively be put forward against these dealers or third persons.

The manufacturer's guarantee only applies to products which are defective instead of proven proper use. In such a case, LevelOne or one of the LevelOne partners rectifies the defect or provides replacement free of charge.

If a LevelOne product at the time of the claim under guarantee is not part of the program of delivery anymore, an equivalent device with similar characteristics is provided. Repair or replacement do not extend the guarantee period - the original date of purchase decides.

In case of defects due to wear, misuse, extraneous intervention or operating faults, the guarantee expires.

Our guarantee does not cover any of the following points:

- a.) External effects on the device, e. g. from fire, lightning, water.
- b.) Damage resulting from misuse, faulty installation or improper repair as well as from non-observance of the operating manual.

- c.) Adjustments and / or modifications to the device to comply with national technical and / or safety requirements of a country for which the device has not been originally developed or manufactured.

Scope and performance of LevelOne warranties:

If not determined otherwise, the guarantee includes all material and processing defects occurring within the corresponding guarantee period. Defects resulting from use other than the proper use are excluded from the guarantee. Proper use is the operation of a product under the circumstances described in the operating manual or the product documentation. The guarantee is limited to establishing the hardware features and the condition of the original product before the defect. To comply with this requirement, the product in question has to fulfil the test requirements according to the LevelOne specifications for the original product as stated in the product data sheet. The LevelOne guarantee does not include restoring customer data or software.

Within the scope of the above mentioned guarantees, LevelOne decides if the product is repaired or replaced. If necessary, the entire product is replaced with an equal or functionally equivalent product. In any case is the value of the warranty limited to the value of the faulty product.

Defective parts removed from a product in the case of a guarantee become property of LevelOne.

If LevelOne original parts are installed in a LevelOne product in the case of a guarantee, only the remaining guarantee period of the repaired device applies to these parts.

LevelOne is not responsible for any kind of damage to data or data loss.

Please contact your specialist dealer or product supplier in case of a defect.

Limitation of liability:

More extensive claims by the beneficiary of the guarantee than the claims explicitly stated in these guarantee conditions are excluded as far as there is no compulsory legal obligation or liability for LevelOne resulting from correspondingly applicable national law. This applies especially with respect to claims for replacement of consequential damage, lost profits, data or information loss or damage resulting from the interruption of operation.

Applicable law:

The guarantee is subject to the applicable law of the country of the first acquisition of the product by the end user from the dealer and has to be interpreted in accordance with this law. The Convention on Contracts for the International Sale of Goods does not apply.

We constantly work on the further development of all our products. Descriptions and illustrations are based on the level of information at the time of the print. Please understand that modifications to the products and the scope of supply regarding form, equipment and technology can be made at any time. No claims can therefore be derived from indications, illustrations and descriptions.

Up-dated versions of software and descriptions are provided on <http://www.level-one.de>

In case of further enquiry regarding this topic or if you need further information on the procedure, please contact your specialist dealer or product supplier.

Yours sincerely,

the LevelOne team

Attached A:

Product	Product Life Cycle max. 10 Years
FGP-2446	10
FGL-2870	10
GEP-2471	10
GEL-2870	10
GTL-2690	10
MDU-0162	10
SFP-3001	10
SFP-3211	10
SFP-3611	10
PPM-1000	10
POI-4000-Z	10
POC-4000	10
FSW-0513-Z	10
GEP-0520	10
POC-6000	10
AMG-2001	10
AMG-2100	10
AMG-2101	10
CAS-4010	10
CAS-4020	10
CAS-4011	10
NVR-0204	10
NVR-0208	10
NVR-0216	10