

Glass House Integrated Technologies, Inc.

Standard Warranty

Any requests or changes to the Scope of Work MUST be approved by GH Integrated and will only be performed after a Change Order is issued.

Any service issue must be reported immediately. Any service performed due to terms exceeding this warranty, which follows, will be charged to the customer.

GH Integrated warrants that all systems purchased and installed by GH Integrated will be free from defects in material and workmanship under normal and proper use for a period of ONE (1) YEAR starting from the date of purchase. Items not purchased directly through GH Integrated will NOT be warrantied nor will GH Integrated uphold the manufacturer warranty unless explicitly written. Entry into equipment security covers or seal, by removal or tampering, and this warranty will immediately become null and void on any and all equipment covered.

GH Integrated reserves the right and option to substitute materials of equal quality at the time of replacements. GH Integrated reserves the right to use a subcontractor at their discretion for any needed work performed.

Abuse: This warranty does NOT apply to equipment showing abuse, misuse or damage to parts which, in the judgment of GH Integrated are not defective, or have been altered or repaired by anyone other than GH Integrated personnel. GH Integrated does NOT warranty any damage to existing devices, wiring, and batteries, nor reprogramming, low or line voltage electrical work, damage by lighting, or electrical surges. Any damages caused by Acts of God, vandalism, theft or failure to observe instructions for operations and maintenance as contained in instruction manuals, or from use of equipment in conjunction with incompatible equipment installed by others will NOT be covered by this warranty.

Client Purchased: Any and all CP (Client Purchased) products will NOT be warrantied nor the labor or other products installed with said CP product. For any CP install a Warranty and Liability Waiver MUST be signed.

Security: In the event that any part of the proposed system becomes defective, or in the event that any repairs are required, GH

Integrated warrants to make all repairs or replacement of newly installed parts without cost for a period of TWO (2) YEARS from the date of installation. The system must be monthly monitored and all fees paid-to-date to receive warranty services. Reprogramming or additional programming is NOT included. Note: Security Camera's (CCTV) is NOT a part of this extended warranty and is subject to the general warranty terms.

Networks: GH Integrated warrants all installed managed network devices for TWO (2) YEARS. Troubleshooting issues and concerns will be handled remotely and will only be on-site if a replacement part is required. Non managed networks have a ONE (1) YEAR warranty on all equipment. Labor and programming are NOT included in any network warranty.

Motorized Shading: GH Integrated warrants all installed hardwired motorized shading for FIVE (5) YEARS. GH Integrated MUST install all shading and wiring components. All battery-powered products purchased through and installed by GH Integrated is warrantied for ONE (1) YEAR. All fabrics are not warrantied

through GH Integrated and only through the manufacturers' warranty. Reprogramming and/or trim correction is NOT included.

Authorization: No one is authorized to assume any liability on behalf of GH Integrated or impose any obligations on it in connection with the sale of any equipment other than as outlined above. In no event will responsibility be assumed or implied for consequential damages arising from interrupted operation or other causes, or any costs of liability incurred by the Purchaser, including costs or repairs undertaken by the Purchaser of liability to third parties.

Liability: Customer agrees that neither GH Integrated nor its subcontractors shall be liable for any loss or damage to the equipment or other property; or injury or death to customer's agents, employees or

customers arising in connection with the services provided under this warranty. GH Integrated is covered under New York State Worker's Compensation and Liability Insurance.

Manufacturer: This GH Integrated Warranty is not connected to or governed by manufacturers' warranty. Should the manufacturers' warranty exceed that of GH Integrated, that manufacturer shall cover the equipment in the terms of each individual manufacturer's warranty policy, which is the Customer's responsibility and liable for.

Damage: GH Integrated only obligation shall be to repair or replace defective equipment. GH Integrated shall not be responsible for any injury, loss or damage, direct or consequential, arising out of, or the misuse of the installed equipment.

All fees must be paid-to-date for any and all warranties to be upheld.