



Limited Hardware Warranty Policy

Effective: July 1, 2026

Warranty Coverage

This Limited Hardware Warranty ("**Warranty**") applies to hardware products ("**Products**") manufactured by Algo Communication Products Ltd. ("**Algo**") and purchased from Algo or an authorized Algo distributor, reseller, or partner. This Warranty forms part of and is governed by our Terms and Conditions which are available at <https://www.algosolutions.com/terms-and-conditions/> (the "**Terms**"). In the event of any conflict between the terms of this Warranty and the Terms, the Terms will govern to the extent necessary to resolve the conflict. This Warranty is applicable worldwide and may be enforced by contacting Algo Support at www.algosolutions.com/support. Additional information is available at www.algosolutions.com/warranty.

Algo warrants that the Products will be free from defects in materials and workmanship under normal use in accordance with Algo's published product specifications and user documentation.

The standard warranty period is thirty-six (36) months (the "**Standard Warranty Period**"). The Standard Warranty Period begins on the date of sale from Algo to its first commercial customer as recorded in Algo's systems, or the date of manufacture, whichever results in earlier warranty expiration. The total standard warranty coverage will not exceed forty (40) months from the date of manufacture. The date of manufacture can be determined by the manufacturing code printed on each Product label. The manufacturing code follows a YYWW format (e.g., "2520" = 20th week of 2025). The Standard Warranty Period applies retroactively to all Algo Products, with the corresponding thirty-six (36) month period calculated from the date of manufacture of each such Product.

An extended warranty may be granted if the Product is registered with Algo through its official product registration process (the "**Extended Warranty Period**"). The Extended Warranty Period is available only for eligible Products sold on or after January 1, 2020. Only IP Endpoint products are eligible for extended warranty; accessories, analog and legacy technologies are limited to the standard warranty. To qualify for the maximum Extended Warranty Period, the applicable Product must be registered within eight (8) months of the date of sale from Algo to its first commercial customer as recorded in Algo's systems. If registration occurs within this eight (8) month period, the applicable warranty coverage will expire seventy-two (72) months from the date of successful Product registration. If registration occurs after this eight (8) month period, the applicable warranty coverage period measured from the date of successful Product registration will be reduced by one (1) month for each full month beyond the eight-month window.

Registration may be completed by an authorized Algo partner or the end customer. Algo is not responsible for registration delays caused by downstream distribution, resale, deployment timing, or any other delay after the date of sale from Algo to its first commercial customer as recorded in Algo's systems. To qualify for the Extended Warranty Period, registration must include accurate and complete submission of all required information, including but not limited to product identifiers, such as MAC address or serial number, end customer details, and deployment information. If required registration information is missing, inaccurate, or unverifiable, Algo reserves the right to deny or adjust extended warranty coverage. Upon successful registration and eligibility validation, Algo may issue a Warranty Certificate or electronic confirmation documenting the applicable warranty coverage.

Warranty Exclusions & Limitations

Warranty services are limited to the repair or replacement of defective hardware components, at Algo's sole discretion. To the maximum extent permitted by applicable law, the remedies described in this Warranty are the customer's sole and exclusive remedies for any breach of this Warranty. Algo may, at its discretion, provide advance replacement units to eligible customers, subject to return of the original product within thirty (30) days and additional requirements, including issuance of a valid return material authorization ("**RMA**") and, where applicable, provision of a purchase order or deposit. Products must be returned within the specified time period; failure to do so may result in charges for the replacement product.

This Warranty does not cover damage caused by accident, misuse, negligence, abuse, neglect, fire, flood, lightning, power surges, improper installation, improper configuration, your failure to update the Product's firmware, non-certified accessories, unauthorized modifications or repair, cosmetic damage, consumable parts, or normal wear and tear. The Warranty will be void if the serial number or product label is altered, removed, or rendered illegible.

Warranty Procedure

All warranty claims must be initiated within the applicable Warranty Period. Claims submitted after expiry of the Warranty Period will not be accepted, regardless of when the defect first manifested. Warranty claims must be submitted with the product serial number, and, where applicable, the Warranty Certificate issued by Algo in response to completed product registration. Upon issuance of an RMA, the customer is responsible for shipping the product to the designated service center, prepaid, insured, and properly and adequately packaged. Customer is solely responsible for any loss or damage to Products while in transit. At Algo's discretion, Algo may provide a pre-paid return shipping label to facilitate the prompt return of the product to the designated Algo service center. Products returned without a valid RMA, without proper and adequate packaging, or not in compliance with Algo's return instructions may be refused. For validated Warranty claims, Algo will cover the cost of shipping the repaired or replacement Product back to the customer. Customers are responsible for inbound shipping costs unless otherwise authorized by Algo. Any repaired or replacement Product provided under this Warranty will be warranted for the remainder of the original applicable Warranty Period only, and not for any new or extended period.

Products designated by Algo as End-of-Life ("EOL") will be supported under this Warranty for a minimum of one (1) year following the published EOL date, subject to parts availability. Algo reserves the right to provide a functionally equivalent replacement if the original Product or replacement parts are no longer available. Firmware updates for EOL Products may be limited or discontinued at Algo's discretion.

This Warranty applies to the original purchaser or, subject to the following requirements, the registered owner of the Product. Transfer of ownership may be permitted at Algo's discretion upon written notification and verification. If a transfer of this Warranty is permitted, the transferee must accept the terms of this Warranty and the remaining warranty period will not be extended or renewed upon transfer.

Legal Terms

This Warranty is subject to the Terms including without limitation its disclaimer of warranties, limitation of liability, and governing law provisions. Customers may have additional rights under their local consumer protection laws; this Warranty does not limit or exclude any rights that cannot be lawfully excluded under applicable law. For international customers, all shipping costs, customs duties, import taxes, and related fees associated with warranty service are the responsibility of the customer unless otherwise required by applicable law. Warranty support is provided in English and subject to North American business hours.

Personal information collected through warranty registration or warranty claims will be handled in accordance with Algo's Privacy Policy, available at www.algosolutions.com/privacy.

Amendments

Algo reserves the right to amend this Warranty for future Products or registrations. Any changes will not reduce or invalidate warranty coverage already granted to registered Products or Products covered under the Standard Warranty Period or Extended Warranty Period, as applicable, in effect at the time of purchase. If any provision of this Warranty is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.