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Warranties and Service

Standard Hardware & Software Warranty

Kb Port's standard warranty begins on the day the system is invoiced. A remote program is used to support ETC software via the web through a secure log-in connection. This remote program is free and can be disabled when not required. The standard hardware and software warranty includes:

- One (1) year parts and labor on all hardware
- Unlimited phone support for the length of the standard warranty during the hours of 8:00am to 7:30pm EST
- Updates, bug fixes, and patches: free of charge **(in order to receive updates after one (1) year you MUST purchase an extended warranty)**
- Shipping to and from Kb Port is the responsibility of the end user
- Micro's and Dual Micro's must be sent back to Kb Port to have updates done

Note: Updates and Tech Support could be impacted if on-line access is not made available by the customer.

Extended Hardware & Software Warranty

Included in your initial purchase is a standard one (1) year warranty. Kb Port offers additional one (1) and two (2) year extended warranties. After three (3) years, additional extended warranties may be obtained on a year to year basis, up to five (5) years total from date of purchase.

Cost for Extended Hardware & Software Warranties:

The packages below reflect pricing for equipment sent in for repair:

- One (1) year: 6% of the original overall system/project cost
- Two (2) year: 5% per year of the original overall system/project cost

Extended Technical Phone Support

Kb Port offers extended phone support service during the hours of 8:00 AM through 7:30 PM EST Monday through Friday. They are:

- Two (2) year unlimited phone support for one (1) system: \$2200.00
- Two (2) year unlimited phone support for two (2) to five (5) systems: \$2,800.00
- Two (2) year unlimited phone support for six (6) to ten (10) systems: \$3,400.00
- Two (2) year unlimited phone support for more than 10 systems: call for price.
- One (1) year unlimited phone support for one (1) system: \$1,300.00
- One (1) year unlimited phone support for two (2) to five (5) systems: \$1,900.00
- One (1) year unlimited phone support for six (6) to ten (10) systems: \$2,500.00
- One (1) year unlimited phone support for more than 10 systems: call for price.

On-Site Visit

On-site visit for the local Pittsburgh, Pennsylvania area:

- Yearly on-site visit: your extended warranty plus \$800 for one (1) year or \$1,600 for two (2) years.

On-site visit for the Continental US:

- Call for pricing

Laptop Exchange (ETC upgrade)

- \$2,500 per ETC (Unit must be under Warranty)

In order to exchange your old ETC laptop for a newer model computer, you are responsible for shipping and handling to and from Kb Port. Kb Port is not responsible for any lost movies, you MUST remove all of your movies prior to shipping. An ETC exchange will NOT renew or extend your existing warranty.

What is not covered by the Standard and Extended warranties?

The Standard and Extended warranties do not cover the following:

- Any third party software not approved by Kb Port that was downloaded on to the ETC system
- Equipment not originally purchased with the ETC system
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Using another repair service prior to sending it to Kb Port
 - Usage that is not in accordance with product instructions
 - Failure to follow product instructions or failure to perform preventive maintenance
 - Problems caused by using accessories, parts, or components not supplied by Kb Port
- Products with missing or altered service tags or serial numbers
- Products for which Kb Port has not received payment
- Products that have been damaged by water, fire or act of God (hurricanes, tornados, etc)

Warranty Statement:

Kb Port's responsibility for malfunctions and defects in hardware is limited to repair and replacement as set forth in this warranty statement. All express and implied warranties for the hardware, including but not limited to any implied warranties and conditions of merchantability and fitness for a particular purpose, are limited in time to the standard or extended warranty period (standard: one (1) year from date of original invoice or extended: one (1) or two (2) years depending on which package is purchased from the date of invoice) No warranties, whether expressed or implied will apply after the standard or extended warranty has expired.



Kb Port does not accept liability beyond the remedies provided for in the standard or extended warranty or for consequential or incidental damages, including without limitation, any liability for third-party claims against you for damages, for products not being available for use, or for lost data or lost software. Kb Port's liability will be for no more than the amount you paid for the product that is subject of a claim. This is the maximum amount for which we are responsible.

The warranty period is not extended if we repair or replace a warranted product or any parts.

What to do if you need warranty service

Before the warranty expires please contact Kb Port at 412-487-4663 and ask for Tech Support. Kb Port's office/support hours are from 8:00 AM through 7:30 PM EST Monday through Friday. Please have your warranty date or invoice number available.

Contact Us

Mail:

Kb Port LLC
Attn: Tech Support
4467 Mount Royal Blvd
Allison Park, PA 15101

Ship to:

2853 Oxford Blvd.
Allison Park, PA 15101

Telephone:

412-487-4663

Fax:

412-487-6457

Email:

Info@kbport.com