
FRONTROW COMPREHENSIVE SERVICE GUIDE

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THE FRONTROW COMPREHENSIVE SERVICE GUIDE

Congratulations on your purchase of a FrontRow active learning system — truly one of the best educational investments you can make. Our warranty commitment and optional service plans reflect FrontRow's robust design and manufacturing standards. Use this Service Guide for helpful information on your coverage options.

How to Get Service

UNDER FRONTROW'S RETURN POLICY

You can take advantage of FrontRow's return policy during the first 30 days after the sale date. For more details on returns or exchanges, visit www.gofrontrow.com or call 800.227.0735.

UNDER THE FRONTROW STANDARD 5-YEAR LIMITED WARRANTY or EXTENDED OOPS PROTECTION PLAN

- The FrontRow Standard 5-Year Limited Warranty starts on the date of purchase of the original equipment and extends for:
 - five years for transmitters, receivers, IR sensors, speakers and charging stands
 - one year for rechargeable batteries, power cords, power supplies, microphones, antennas and other accessories
- The FrontRow Extended OOPS Protection Plan starts on the date of purchase of the plan and extends for the life of the plan.
- Should you need service:
 - First, call our Customer Care line at 800-227-0735 or try our online troubleshooting wizard at www.gofrontrow.com. Most of the time, your products don't need to come in — often it's something that can be solved on the Web or over the phone.
 - You must have FrontRow's approval before sending any product in for repair. If your agent asks you to send the product in for repair, please include a completed Service Order Form with your shipment.
 - Package your equipment securely with lots of padding — shipping companies are not always gentle!
 - If you haven't purchased an Extended OOPS Protection Plan, we strongly recommend considering one for cost savings and peace of mind.

SERVICE OUTSIDE THE WARRANTY OR PROTECTION PLANS

- If your equipment is not covered by the Standard 5-Year Limited Warranty or an Extended OOPS Protection Plan, we can repair it for you at a flat rate. Rates are shown in Table 3.

THE FRONTROW STANDARD 5-YEAR LIMITED WARRANTY

Select FrontRow products feature a standard 5-year limited warranty on major components.

Summary of what's covered

- Defects and failures in the course of normal use and operation
- Parts, labor & normal return shipping from the service center at no extra cost on covered repairs and replacements

Summary of what's not covered

- Theft, accidental damage and power surges (for coverage of these events, you can purchase a FrontRow Extended OOPS Protection Plan).
- Customer abuse/misuse, loss, or acts of nature.
- Cosmetic damage or damage caused by defacement, including the alteration of identification numbers.
- Consumables or accessories, such as rechargeable batteries, microphones, windscreens, etc. These are covered for one year only.
- For other exclusions from coverage and complete coverage details, please see the detailed Terms & Conditions of the FrontRow Standard 5-Year Limited Warranty below.

Standard 5-Year Limited Warranty Terms and Conditions

The following Limited Warranty applies to U.S. Customers only. For Limited Warranty coverage in countries other than the U.S., contact your local FrontRow representative.

The following Limited Warranty applies to FrontRow ToGo product shipped on or after December 1, 2006, FrontRow Pro Digital product shipped on or after April 1, 2007 and FrontRow Symbio product shipped on or after June 1, 2009.

- 1 **LIMITED WARRANTY.** Subject to the conditions, exclusions and limitations described below, PHONIC EAR INC., acting through its FrontRow division

(collectively, "FrontRow"), warrants to the original end user purchaser ("Customer") that each FrontRow Active Learning System product (the "Product"), when operated and maintained according to the instructions attached to or furnished with the Product, will be free from defects in materials and workmanship under normal use, and agrees that it will, at its option, either repair any such defect or replace the nonconforming Product or part thereof with an equivalent replacement product or part at no charge to the Customer for parts or labor for the period(s) set forth below.

- 2 **5-Year Limited Warranty.** The above Warranty covers FrontRow Active Learning System components (transmitters, receivers, IR sensors, speakers and charging stands) for a period of FIVE (5) years beginning on the date of purchase by the Customer.
- 3 **1-Year Limited Warranty.** The above Warranty covers rechargeable batteries, power cords, power supplies, microphones, antennas and other accessories for a period of ONE (1) year beginning on the date of purchase by the Customer.
- 4 **CONDITIONS.** This Warranty is subject to the following conditions and restrictions:
 - The Product must have been purchased from an authorized FrontRow Dealer or sales representative.
 - FrontRow or an authorized Dealer must have performed all prior warranty service. Any service performed without the authorization of FrontRow or an authorized Dealer will void this entire Warranty.
 - This Warranty does not cover any Product that has been subjected to abuse, misuse, alteration, neglect, unauthorized repair or installation, connection to an improper power source, operation beyond its manufactured specifications and limits, or subjected to improper site, preparation or maintenance not in accordance with manufacturer's instructions.
 - This Warranty is void if the Product has been subjected to adverse temperature, humidity or moisture, or otherwise operated outside its specified environment.
 - This Warranty does not cover the finish or non-functional appearance of any Product.

5 EXCLUSIONS AND LIMITATIONS

- a **DISCLAIMER OF WARRANTIES.** TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE WARRANTIES SET FORTH ABOVE ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EVEN IF FRONTROW HAS BEEN INFORMED OF SUCH PURPOSE. NO AGENT OF FRONTROW IS AUTHORIZED TO ALTER OR EXCEED THE WARRANTY OBLIGATIONS SET FORTH HEREIN. If, under applicable state law, implied warranties may not validly be disclaimed or excluded, the duration of such implied warranties is limited to the same periods from the date of purchase as the express Warranties set forth above.

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- b **EXCLUSION OF CONSEQUENTIAL DAMAGES.** IN NO EVENT SHALL FRONTROW BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION PERSONAL INJURY, PROPERTY DAMAGE, LOST PROFITS OR OTHER ECONOMIC LOSS, ARISING IN CONNECTION WITH USE OF OR INABILITY TO USE ANY FRONTROW ACTIVE LEARNING SYSTEM OR PRODUCT OR IN CONNECTION WITH FRONTROW'S PROVISION OF OR FAILURE TO PROVIDE SUCH SYSTEMS OR PRODUCTS. THIS LIMITATION OF LIABILITY WILL APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR TORT, INCLUDING NEGLIGENCE AND INDEPENDENT OF ANY FAILURE OF ESSENTIAL PURPOSE OF THE LIMITED WARRANTY AND REMEDIES PROVIDED HEREUNDER.
- c **LIMITATION OF LIABILITY.** FrontRow's liability for breach of warranty shall not exceed the lesser of (i) the cost of correcting any covered non-conformities in the Product, or (ii) the cost of replacing any non-conforming Product with a conforming one. In no event (including unenforceability of the above limitations and independent of any failure of essential purpose of the limited warranty and remedies provided hereunder) shall FrontRow's aggregate liability for damages under this Warranty exceed the purchase price previously paid by the Customer for the Product under this Warranty.
- d Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives the Customer specific legal rights, and the Customer may also have other rights which vary from state to state and province to province.
- e **ADDITIONAL EXCLUSIONS.** This Warranty is subject to the following exclusions:
- This Warranty excludes all damages or defects caused by shipping, transporting, or inadequate packaging for shipment (this applies only on Product returns to FrontRow).
 - This Warranty excludes all damages and losses caused by theft, accident, fire, flood, acts of terrorism, and acts of God.
 - This Warranty does not apply to any damage resulting from normal wear and tear.
 - Customer's remedy under this Warranty is strictly limited to repair or replacement as herein provided.
 - The Warranty periods hereunder shall not be extended by the repair or replacement of any Product pursuant to any of the above Warranties.
- 6 **OBTAINING WARRANTY SERVICE.** Customer is responsible for returning any Product for Warranty Service, postage or freight prepaid, to FrontRow prior to the expiration of the applicable Warranty period, and accompanied by a detailed description of the nature of the covered defect and by proof of the date of purchase. FrontRow shall ship the repaired or replaced Product freight prepaid to

the Customer. FOR WARRANTY SERVICE, PLEASE CONTACT FRONTROW
CUSTOMER CARE DEPARTMENT AT 800.227.0735 (7:00 AM - 4:00 PM PST).

THE FRONTROW EXTENDED OOPS PROTECTION PLAN

For cost-conscious schools that can't afford downtime, FrontRow's Extended Odd-Occurrence Protection System (OOPS) Plan offers free replacement of product damaged by spills, drops, theft, and other classroom mishaps in 3 days or less. It even covers worn out rechargeable batteries and mics!

You may buy and activate an Extended OOPS Protection Plan within 30 days of your hardware purchase. Coverage is available for either individual transmitters or for entire systems, and gives you all the benefits of the FrontRow 5-Year Limited Warranty plus this valuable extended coverage.

Summary of what's covered

- Defects and failures in the course of normal use and operation
- Accidental and unintentional damage from handling and power surges
- Parts, labor & normal two-way shipping at no extra cost on covered repairs and replacements
- Theft (with a valid police report)
- Consumables, such as rechargeable batteries, microphones, and cables

Summary of what's not covered

- Customer abuse/misuse, product misplacement or loss, or acts of nature.
- Cosmetic damage or damage caused by defacement, including the alteration of identification numbers.
- For other exclusions from coverage and complete coverage details, please see the detailed Terms & Conditions of the FrontRow Extended OOPS Protection Plan below.

Table 1: Plan Comparison

	5-Year Limited Warranty	Extended OOPS Protection Plan
Period	5 years/1 year, depending on item	1 year, with option for up to 5 years
Start date	Product invoice	Plan invoice
Cost	N/A	\$50 to \$100 depending on type
Coverage		
Defects & workmanship	✓	✓
Unintentional accidents	✗	✓
Power surges	✗	✓
Abuse	✗	✗
Theft	✗	✓ ²
Loss	✗	✗
Transport damage	✗	✗
Cosmetic damage	✗	✗
Rechargeable batteries	✗ ¹	✓
Alkaline batteries	✗	✗
Battery chargers	✓	✓
External mics	✗ ¹	✓
Cables & wires	✗ ¹	✓
Summer service (cleaning & maintenance)	✗	✗
Shipping in	✗	✓
Shipping out	✓	✓
Telephone support	✓	✓
On-site service	✗	✗
3-day in-hand solution	✗	✓
Credit for cancellation	N/A	✗

¹ One-year only • ² With valid police report

Extended OOPS Protection Plan Limited Warranty Terms and Conditions

The following Limited Warranty applies only to U.S. Customers who have purchased and paid for a FrontRow Extended OOPS Protection Plan. For Limited Warranty coverage in countries other than the U.S., contact your local FrontRow representative.

- LIMITED WARRANTY.** Subject to the conditions, exclusions and limitations described below, PHONIC EAR INC., acting through its FrontRow division (collectively, "FrontRow"), warrants to the original end user purchaser ("Customer") of the Extended OOPS Protection Plan that each FrontRow Active Learning System product (the "Product") described in the FrontRow invoice or other evidence ("Invoice") of the purchase of the Extended OOPS Protection Plan, when operated

and maintained according to the instructions attached to or furnished with the Product, will:

- a be free from defects in materials and workmanship under normal use, and FrontRow agrees that it will, at its option, either repair any such defect or replace the nonconforming Product or part thereof with an equivalent replacement product or part at no charge to the Customer for parts or labor for the period(s) set forth in the Invoice.
- b be repaired or replaced with an equivalent new or refurbished replacement Product or part at no charge to the Customer for parts or labor in the event of unintentional damage, accident, or theft for the period(s) set forth in the Invoice.

- 2 **SYSTEM PROTECTION PLANS.** If the Customer has purchased an OOPS System Protection Plan, the above Limited Warranty will cover the entire FrontRow Active Learning System described in the Invoice, including components (transmitters, receivers, speakers and charging stands), rechargeable batteries, IR sensors, power cords, power supplies, microphones, antennas, and other accessories.
- 3 **MIC PROTECTION PLANS.** If the Customer has purchased an OOPS Mic Protection Plan, the above Limited Warranty will cover the FrontRow Active Learning System transmitter described in the Invoice, including rechargeable batteries, microphones, clips, and audio patch cords if any.
- 4 **CONDITIONS.** This Limited Warranty is subject to the following conditions and restrictions:
 - The Product must have been purchased from an authorized FrontRow Dealer or sales representative.
 - FrontRow or an authorized Dealer must have performed all prior warranty service. Any service performed without the authorization of FrontRow or an authorized Dealer will void this entire Warranty.
 - This Limited Warranty does not cover any Product that has been subjected to abuse, misuse, alteration, neglect, unauthorized repair or installation, connection to an improper power source, operation beyond its manufactured specifications and limits, or subjected to improper site, preparation or maintenance not in accordance with manufacturer's instructions.
 - This Warranty is void if the Product has been subjected to adverse temperature, humidity or moisture, or otherwise operated outside its specified environment.
 - This Warranty does not cover the finish or non-functional appearance of any Product.
- 5 **EXCLUSIONS AND LIMITATIONS.**
 - a **DISCLAIMER OF WARRANTIES.** TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE WARRANTIES SET FORTH ABOVE ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EVEN IF FRONTROW HAS BEEN INFORMED OF SUCH PURPOSE. NO AGENT OF FRONTROW IS AUTHORIZED TO ALTER OR EXCEED THE WARRANTY

OBLIGATIONS SET FORTH HEREIN. If, under applicable state law, implied warranties may not validly be disclaimed or excluded, the duration of such implied warranties is limited to the same periods from the date of purchase as the express Warranties set forth above.

- b **EXCLUSION OF CONSEQUENTIAL DAMAGES.** IN NO EVENT SHALL FRONTROW BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION PERSONAL INJURY, PROPERTY DAMAGE, LOST PROFITS OR OTHER ECONOMIC LOSS, ARISING IN CONNECTION WITH USE OF OR INABILITY TO USE ANY FRONTROW ACTIVE LEARNING SYSTEM OR PRODUCT OR IN CONNECTION WITH FRONTROW'S PROVISION OF OR FAILURE TO PROVIDE SUCH SYSTEMS OR PRODUCTS. THIS LIMITATION OF LIABILITY WILL APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR TORT, INCLUDING NEGLIGENCE AND INDEPENDENT OF ANY FAILURE OF ESSENTIAL PURPOSE OF THE LIMITED WARRANTY AND REMEDIES PROVIDED HEREUNDER.
- c **LIMITATION OF LIABILITY.** FrontRow's liability for breach of warranty shall not exceed the lesser of (i) the cost of correcting any covered non-conformities in the Product, or (ii) the cost of replacing any non-conforming Product with a conforming one. In no event (including unenforceability of the above limitations and independent of any failure of essential purpose of the limited warranty and remedies provided hereunder) shall FrontRow's aggregate liability for damages under this Warranty exceed the purchase price previously paid by the Customer for the Product under this Warranty.
- d Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives the Customer specific legal rights, and the Customer may also have other rights which vary from state to state and province to province.
- e **ADDITIONAL EXCLUSIONS.** This Warranty is subject to the following exclusions:
- This Warranty excludes all damages or defects caused by shipping, transporting, or inadequate packaging for shipment (this applies only on Product returns to FrontRow).
 - This Warranty excludes all damages and losses caused by fire, flood, acts of terrorism, Product misplacement or loss, and acts of God.
 - This Warranty excludes all damages and losses which occurred before the start date or after the end date of the Plan as described in the Invoice.
 - This Warranty does not apply to any cosmetic, finish, or non-functional damage resulting from normal wear and tear.
 - Claims submitted in case of theft of the covered Product must be substantiated with a valid police report.
 - Customer's remedy under this Warranty is strictly limited to repair or replacement as herein provided.

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- In no event shall FrontRow be required to provide on-site repair of non-conforming Product, or installation of a replacement for non-conforming Product.
 - If the Customer is issued a replacement Product under this Warranty, the Customer may be required by FrontRow to return the original Product to a location specified by FrontRow. The Customer may be charged by FrontRow for the full value of the replacement Product if the Customer fails to return the original Product within 14 days.
 - The Warranty periods hereunder shall not be extended by the repair or replacement of any Product pursuant to any of the above Warranties.
 - FrontRow will not issue credit to the Customer for cancellation of the OOPS protection plan, nor may the Customer roll a current plan over to a new Product.
- 6 **OBTAINING WARRANTY SERVICE.** Customer is responsible for returning any Product for Warranty Service, postage or freight prepaid, to FrontRow prior to the expiration of the applicable Warranty period, and accompanied by a detailed description of the nature of the covered defect and by proof of the date of purchase. FrontRow shall ship the repaired or replaced Product freight prepaid to the Customer. FOR WARRANTY SERVICE, PLEASE CONTACT FRONTROW CUSTOMER CARE DEPARTMENT AT 800.227.0735, press 5 (7:00 AM - 4:00 PM PST).
- 7 **RENEWALS.** In no event shall FrontRow be required to extend or renew the term of an existing Extended OOPS Protection Plan. If a renewal contract is offered to the Customer, the renewal price will reflect the age of the covered Product, the current service costs at the time of renewal, and the available coverage benefits for the renewal period.

FrontRow Extended OOPS Protection Plans and Rates

As of April 1, 2007, FrontRow offers the following packages:

Table 2: Extended OOPS Protection Plans and Rates

<i>Product</i>	<i>Type</i>	<i>Duration¹</i>	<i>Price²</i>	<i>Product</i>	<i>Type</i>	<i>Duration¹</i>	<i>Price²</i>
		1 year	\$43			1 year	\$75
		2 years	\$82			2 years	\$142
	Mic Protection	3 years	\$117		Mic Protection	3 years	\$201
		4 years	\$148			4 years	\$252
		5 years	\$175			5 years	\$295
		1 year	\$58			1 year	\$100
		2 years	\$108			2 years	\$190
FrontRow Pro Digital	System Protection	3 years	\$150	FrontRow ToGo	System Protection	3 years	\$270
		4 years	\$184			4 years	\$340
		5 years	\$210			5 years	\$400
		1 year	\$25			1 year	\$75
		2 years	\$44			2 years	\$142
	Receiver Protection	3 years	\$57		Receiver Protection	3 years	\$201
		4 years	\$64			4 years	\$252
		5 years	\$75			5 years	\$295
<i>Product</i>	<i>Type</i>	<i>Duration¹</i>	<i>Price²</i>				
		1 year	\$43				
		2 years	\$82				
	Mic Protection	3 years	\$117				
		4 years	\$148				
		5 years	\$175				
		1 year	\$50				
		2 years	\$94				
FrontRow Symbio	System Protection	3 years	\$132				
		4 years	\$168				
		5 years	\$200				
		1 year	\$16				
		2 years	\$30				
	Receiver Protection	3 years	\$42				
		4 years	\$52				
		5 years	\$60				

¹ Minimum duration shown. Regardless of inception date, all Plans expire on March 31, June 30, September 30, or December 31, whichever is nearest to the minimum duration.

² All prices are shown for a single unit of the indicated Product. For example, Mic Protection coverage for 5 940TM microphones for 2 years would be \$360 (5 times the single unit price for 2 year Plan duration).

FRONTROW OUT-OF-WARRANTY SERVICE

If you choose not to cover your equipment under the FrontRow Extended OOPS Protection Plan, you can still send any units and accessories in for repair under our Flat Rate Service Program. Flat Rate charges are listed below. Repairs performed under this program are covered by a 90-day warranty. Accessories not sent in with a unit will be replaced at current list price. Flat rate service does not include shipping to and from service center.

Table 3: Flat Rate Service Charges as of April 2007

Product	Flat Rate Repair Cost
FrontRow ToGo 925T Transmitter	\$125
FrontRow ToGo 925H Transmitter	\$125
FrontRow ToGo Boom Mic	\$121
FrontRow ToGo 925RS Receiver	\$175
FrontRow ToGo 925C Charger	\$53
FrontRow Pro Digital 940TM Transmitter	\$150
FrontRow Pro Digital 940H Transmitter	\$100
FrontRow Pro Digital 940R Receiver	\$150
FrontRow Pro Digital 940C Charger	\$75
FrontRow Symbio 5201R Receiver	\$140