



Warranty Terms and Conditions

A Lifetime Warranty must be included in your current agreement. Lifetime Warranties can be purchased for existing customers by contacting SmartWired at 412-447-8550.

For the Initial Term of the substantial completion of installation of any Equipment purchased by the Customer under the Agreement, Company warrants that if any such Equipment does not work because of a defect in design or workmanship, Company will repair or replace that part at no charge. Eligible Equipment will include all Equipment sold and outlined in the Schedule of Equipment page of the Agreement. The Lifetime Warranty does not apply if the Equipment has been damaged by Customer, accidents, Customer network issues or changes, power surges, misuse, vandalism, terrorism, improper maintenance, unauthorized changes or acts of God (such as fires, earthquakes, floods, tornadoes, etc.). Company will only provide Warranty service if Customer notifies Company of a need for service. Once notified, Company will service the Equipment as soon as it reasonably can during normal operating hours. This warranty does not apply to labor rates outside of normal operating hours (24/7 emergency service). Lifetime Warranty applies only to current-equivalent and supported models. As technology advances, certain devices may become obsolete or discontinued by the manufacturer. In such cases, the Lifetime Warranty for those specific components will expire once replacement parts are no longer available or the equipment is no longer supported. When this occurs, customers may elect to upgrade to newer equipment at the prevailing rates to maintain continued system functionality and coverage. Thirty (30) days prior to the expiration of the Lifetime Warranty, SmartWired will initiate contact to review the existing warranted equipment and determine whether continued coverage can be extended under the current Warranty. Following this review, the agreement will either be renewed under the existing conditions or require execution of a new agreement reflecting updated terms and rates.

Rates Outside of Lifetime Warranty

Normal operating hours (excluding holidays): Monday – Friday 8am – 4:30pm

\$120 per visit

\$120 per hour + equipment or materials

Rates outside of operating hours (24/7 emergency service) are double.

Hourly service rates begin once the technician is en-route.

Rates are calculated in 15-minute intervals.