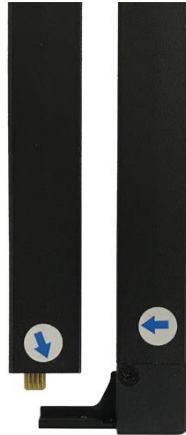


# TYCO TOUCH - ZV Model

## Assembly Guide

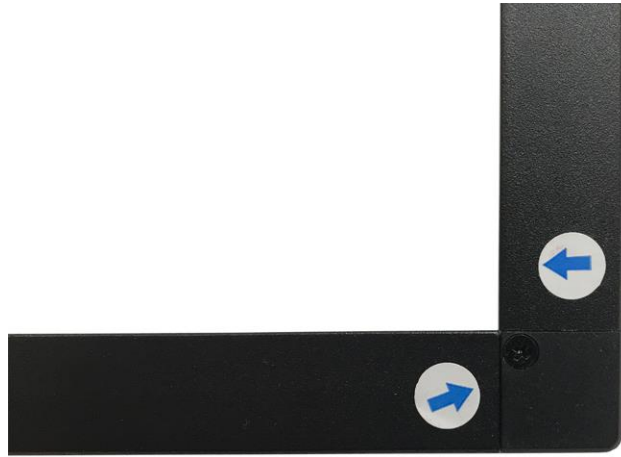
1. Lay out the segments with matching labels for each corner (each corner is marked with arrows in different colors).



2. Push the connectors to connect securely. Caution: Align the female and male connector carefully. Please do not apply undue force to the components.



The proper connection looks like this:



3. Secure the connection with screws supplied with the kit. Caution: align the screw holes before inserting screws



The touch frame is now ready for use.

## **TYCO TOUCH INC'S TERMS AND CONDITIONS**

Effective: Jan 01, 2018

The following policies apply only to the products purchased directly from Tyco Touch Inc.

### **1. Return Policy:**

- 1.1 Must contact Tyco Touch Inc's RMA Dept. to obtain a RMA (Return Merchandise Authorization) number before returning the product. No return will be accepted without a RMA number issued by Tyco Touch Inc.
- 1.2. RMA may be issued for repair, replacement, exchange or credit for future purchases – NO CASH REFUND.
- 1.2.1. If the product is not repairable, it may be replaced by an equivalent refurbished or open-box product.
- 1.2.2. Only the purchased value of the product may be used toward exchange or credit – less 10% restocking fee.
- 1.2.3. Custom design products, non-stock products and products of special orders cannot be returned for credit or exchange.
- 1.3. Products must be returned in resell-able condition without damage. Shipping/handling charges are not refundable.
- 1.3.1. Product must be returned in original package with sufficient protection, Freight prepaid and insured.
- 1.3.2. Tyco Touch Inc. is not responsible for the products returned with shipping damage.
- 1.3.3. Refurbish and restocking fee may apply on missing or damaged parts.
- 1.4. Return for repair or replacement:
- 1.4.1. You must first notify Tyco Touch Inc's technical support dept. by sending e-mail to support@tycotouch.com or calling 435-673-5455.
- 1.4.2. If Tech Support has determined the product is defective, a RMA number will be issued for returning the product. The product must be returned within 10 days after a RMA number is issued.
- 1.4.3. If the defective product is under warranty, Tyco Touch Inc. will repair or replace the product at free of charge.
- 1.4.4. If the defective product is out of warranty, the customer needs to be responsible for the repair/ replace cost and the shipping charges for both ways. You will be quoted for the replacement or repair cost. No work will be performed until your approval on all the charges is confirmed.

### **2. Warranty Policy:**

- 2.1. Tyco Touch Inc. warrants its product against defects in functions, materials and workmanship for 2 full years. from the date of purchase. Normal tear and wear are not covered by the warranty.
- 2.1.1 The exceptions to the 2-year warranty are the built in resistive touch screens and the ZP model touch screens, both of which are covered with a full 1-year warranty.
- 2.2. What's NOT Covered by Warranty:
- 2.2.1. Products that have been previously altered, repaired or serviced by unauthorized personnel.
- 2.2.2. Serial number on the products has been altered or removed.
- 2.2.3. Cosmetic damages and physical damages. Damages due to improper installation, operation or connection to improper voltage supply.
- 2.2.4. Any damages due to misuses, abuses, negligence, unauthorized modifications, accidents and acts of God.
- 2.2.5. Those products which were sold AS IS or WITH ALL FAULTS.

### **3. Shipping Damages:**

- 3.1. Customer must report shipping damage immediately upon receiving the product.
- 3.2. If the product is shipped directly from Tyco Touch Inc, please report the damage to Tyco Touch Inc.
- 3.3. If the product is shipped by another shipper other than Tyco Touch Inc. (for example: shipped by a reseller), the recipient must report the damage to the shipper and the shipper is responsible for filing the claim with the shipping company.

### **4. Tech Support and Driver Upgrade:**

Tyco Touch Inc. will provide life-time free tech support and driver updates.

### **5. Disclaimer:**

All the published material including price list is subject to change without notice. Tyco Touch Inc. assumes no responsibility for errors or omissions nor are any liabilities assumed for any damages from the use of Tyco Touch Inc's product and published information.

When you place a written or verbal purchase order with Tyco Touch Inc., that means you have read, understood and agreed to the above-mentioned policy.