PROFESSIONAL PRIDE, INC.

911CAREERTRAINING.COM | 253.435.0911

MANUFACTURER'S LIMITED WARRANTY

9-1-1 REALITY SIMULATOR • WARRANTY CERTIFICATE

SOFTWARE WARRANTY	ORIGINAL HARDWARE WARRANTY
Lifetime	**One (1) Year**

1 SOFTWARE WARRANTY

Professional Pride, Inc. warrants the 9-1-1 Reality Simulator software against defects in the software as originally supplied for the lifetime of the software.

2 HARDWARE WARRANTY

The original hardware supplied with the simulator is covered by a one-year warranty from the original date of purchase. Following expiration of the hardware warranty, hardware repair and replacement costs are the responsibility of the customer.

3 HARDWARE FAILURE AND SOFTWARE RESTORATION

If hardware failure prevents operation of the simulator, the failed equipment must be returned to Professional Pride, Inc. for inspection and verification. Upon verification, we will assist with reinstalling the simulator software on compatible replacement hardware purchased by the customer, as recommended by Professional Pride, Inc.

4 SERVICE AND ASSOCIATED COSTS

Software reinstallation, hardware replacement, shipping, labor, configuration, technical support, and associated services following expiration of the original hardware warranty are not included in the lifetime software warranty and will be billed separately.

5 SYSTEM CONFIGURATION

The simulator software, hardware, and configuration settings are designed to operate together. Changes to hardware, operating system settings, network configuration, security settings, software, or other system configurations by the customer or third parties may affect simulator functionality. Troubleshooting, restoration, reconfiguration, or technical services resulting from such changes may be subject to additional charges.

6 WARRANTY LIMITATIONS

The lifetime software warranty applies to the software itself and does not constitute a lifetime warranty on hardware, technical support, repairs, replacement equipment, or system configuration. It does not cover hardware failure, operating system failure, network issues, unauthorized modifications, or service costs resulting from hardware failure or unsupported system changes.

Sue Pivetta, President
Professional Pride, Inc.

Authorized Representative
Date: _____