

LIMITED Warranty Statement and Support Overview

Effective Date: 05/15/2015

L-3 Communications Mobile-Vision, Inc. (L-3 Mobile-Vision) warrants the following products for the period indicated from defects in workmanship or materials:

- FLASHBACK In-Car Video System Hardware and Components (1) Year
- CycleVision Motorcycle Video System Hardware and Components (1) Year
- Interview Room Video System Hardware and Components (1) Year
- Northern Branded Multi-Room Viewing Hardware (2) Years
- V-One Integrated Mobile Data Computer (3) Years
- Keyboard for V-One Mobile Data Computers (1) Year
- MobileVu Display (If purchased separately) (1) Year
- AlertVu License Plate Recognition Hardware and Components (1) Year
- AlertVu License Plate Recognition Client Software (1) Year
- Digital Evidence Management System Software (1) Year
- Digital Evidence Management Hardware Solution (If Applicable) (1) Year
- Dell Branded Server Hardware (5) Years
- PatrolScout Client and Server Software (1) Year
- PatrolScout Server Hardware (1) Year
- BodyVISION Body Worn Video Camera (1) Year
- VIEVU Branded Body Worn Video Products (90) days
- Primera Branded, DVD/Blu-ray Disc Publisher (1) Year
- Rimage Branded, DVD/Blu-Ray Disc Publisher (1) Year
- Motion Computing Branded R12 and F5 Model Tablets (3) Years
- Sierra Wireless InMotion oMG, oCM, and oMM Systems (1) Year

If a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, L-3 Mobile-Vision will either repair the defect at no charge using new or refurbished replacement parts, or exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product or part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. The purchaser must return the failed component(s) to the factory or a factory-authorized service center. Purchaser is responsible for shipment to L-3 Mobile-Vision and assumes all costs and risks. Return shipment to the Purchaser will be at L-3 Mobile-Vision's risk and expense. Note: L-3 Mobile-Vision's maximum reimbursement for return shipping shall not exceed UPS ground service rates.

Before you ship your product for warranty service, it is your responsibility to keep a separate backup copy of the system configurations and data. L-3 Mobile-Vision is not liable for any damage to or loss of any programs, data, or other information stored on any media. Recovery and reinstallation of system and application software and user data are not covered under this limited warranty.

Warranty excludes labor to diagnose installed components and labor to remove or reinstall components. Warranty does not extend to any devices to which an L-3 Mobile-Vision component is mounted or connected. L-3 Mobile-Vision reserves the right to charge for repairs to correct damage resulting from abuse, improper installation, or extraordinary environmental damage to components during warranty period at rates normally charged for repairing such units not covered under warranty. L-3 Mobile-Vision will not be liable for any direct, indirect, consequential or incidental damages arising out of the use or inability to use this product. Customers assumes all other responsibility for any loss, damage or injury to persons or property arising out of, connected with, or resulting from the use of L-3 Mobile-Vision's products or in combination with other products/components.

L-3 Mobile-Vision does not warrant that the operation of the product(s) will be uninterrupted or error-free. As a further limit on the warranty, and as an expressed warning, the user should be aware that harmful

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personal contact may be made with any devices mounted into a motor vehicle in the event of violent maneuvers, collisions, or other circumstances, even though said devices are installed and used according to instructions. Purchaser will determine and accept any risk involved with the installation and use of this product. L-3 Mobile-Vision specifically disclaims any liability for injury caused by contact with its products or components in all such circumstances.

The foregoing warranty is exclusive in lieu of all other warranties of quality, fitness, or merchantability, whether written, oral, or implied. Notwithstanding, if the contractual agreement under which this product has been purchased specifies different terms and conditions, those terms and conditions specified by such contract shall prevail. All maintenance and service will be performed by L-3 Communications Mobile-Vision, Inc., 90 Fanny Road, Boonton, NJ 07005 or, at the customer's choice, by an L-3 Mobile-Vision certified service center. *Note: It is the responsibility of the user to remove and return the component(s) requiring repair.* Warranty repairs require an RA (Return Authorization) number in order to be processed. This can be arranged by calling (800) 336-8475, option 3 or by completing a Return Authorization form on our website: <http://www.mobile-vision.com/support/online-return-authorization-form/>

THE LIMITED WARRANTY SET FORTH ABOVE IS L-3 MOBILE-VISION'S ONLY WARRANTY IN CONNECTION WITH L-3 MOBILE-VISION'S HARDWARE AND/OR SOFTWARE PRODUCTS. ALL OTHER WARRANTIES, WHETHER WRITTEN OR ORAL, EXPRESS OR IMPLIED, CONTRACTUAL OR STATUTORY, INCLUDING, BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE ARE SPECIFICALLY EXCLUDED AND DISCLAIMED. IN NO EVENT SHALL L-3 MOBILE-VISION'S LIABILITY UNDER THIS WARRANTY EXCEED THE OBLIGATION TO REPAIR OR REPLACE, AT L-3 MOBILE-VISION'S DISCRETION, A WARRANTED PRODUCT, AND, WITHOUT LIMITING THE FOREGOING, L-3 MOBILE-VISION'S LIABILITY UNDER THIS WARRANTY SHALL NOT EXCEED THE COST OF THE COVERED PRODUCT. L-3 MOBILE-VISION RESERVES THE RIGHT TO MODIFY OR CHANGE THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY AT ANY TIME.

Compliance with U.S. Export Laws & Regulations: When required by law, transactions which are subject to the Export Administration Act, 15 CFR – Export Administration Regulations, Arms Export Control Act, 22 CFR - International Traffic in Arms Regulations, and all other applicable U.S. Import/Export Laws and Regulations shall be adhered to without exception. Buyer shall not forward, redirect or re-export goods, data or information in violation of such laws and regulations. Seller shall be held harmless by Buyer in the event that any regulatory requirement may impact Seller's performance, price or schedule.

Warranty excludes the following:

- Intentional misuse or abuse
- Unauthorized maintenance
- Product or parts that have been modified to alter functionality or capability
- Data recovery resulting from hard drive failure
- Virus damage
- Data Migration
- Operational failure due to network or security changes
- Any networked component not provided by L-3 Mobile-Vision
- UPS Devices
- All consumable items including but not limited to batteries, protective coatings, mounting clips
- On-site service
- Damage caused by third party products and/or software
- Cosmetic damage that does not affect the functionality of the system
- Damage that occurs in shipment

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- Damage caused by accident, misuse, fire, other external causes and acts of god

Digital Evidence Management Software (if applicable)

L-3 Mobile-Vision warrants its Digital Evidence Management System (DES) to be free from operational and material defects and covers all software updates for a period of one (1) year from original "implementation" date (the date that L-3 Mobile-Vision's Support Engineers performed on-site server installation, configuration, and training). If on-site implementation was not purchased with the server (typical of software-only products), the (1) year warranty commences on the original factory ship date. L-3 Mobile-Vision warrants that its Digital Evidence Management System is adequate in features and functions to facilitate the management of digital evidence for law enforcement purposes. L-3 Mobile-Vision will not be liable for any direct, indirect, consequential, or incidental damages arising out of the use or inability to use this product.

VERSION SUPPORT

We support the current and last two Major releases of DES and AlertVu software products.

Digital Evidence Management Hardware (if applicable)

During the one-year warranty period, L-3 Mobile-Vision agrees to repair or replace any Digital Evidence Management System component (based on that component's availability) that fails due to defective materials or workmanship. Sole responsibility under this warranty shall be to repair, adjust, or replace (at L-3 Mobile-Vision's option and according to the manufacturer's warranty conditions) any software, equipment, and peripheral that is part of the originally installed system that fails during this period and is not subject to any of the exclusions listed herein. Equipment, peripherals, and software supplied by the customer are excluded from coverage. During the one-year warranty period, server hardware that requires Next Business Day On-site Service will be coordinated through L-3 Mobile-Vision and provided by Dell Computer. The L-3 Mobile-Vision Technical Support Engineer will determine if an on-site service technician must be dispatched to support a qualified repair. For Next Business Day On-site Service, a technician will typically arrive on-site the next business day. Generally, calls received by L-3 Mobile-Vision before 4:00 p.m. local (EST) will qualify for next-business day service, however, L-3 Mobile-Vision has no liability should the provider (DELL) postpone, cancel, or delay the service. In the event that additional parts/resources are required once the on-site technician is at the Customer's site, work may be temporarily suspended until the additional parts/resources arrive. For years two (2) through five (5) of the manufacturer's warranty, service is coordinated and provided directly through Dell Computer.

AlertVu License Plate Recognition Hardware

L-3 Mobile-Vision's obligation under the one year warranty period shall be subject to the limitations set forth in this document. Warranty excludes on-site labor to diagnose components that were part of the originally installed system and any labor to remove or re-install components. Customer is responsible for product removal, replacement and shipment to L-3 Mobile-Vision. Any on-site engineering services to resolve a hardware warranty item not addressed through an additional service agreement will be billed at the currently charged rates.

AlertVu License Plate Recognition Client Software

L-3 Mobile-Vision warrants its AlertVu Software to be free from operational and material defects and covers all software updates for a period of one (1) year from original "implementation" date (the date that L-3 Mobile-Vision's Support Engineers performed on-site installation, configuration, and training). L-3 Mobile-Vision warrants that its AlertVu License Plate Recognition Software is adequate in features and functions to facilitate the scanning, processing and transfer of license plate data for law enforcement purposes. L-3 Mobile-Vision will not be liable for any direct, indirect, consequential, or incidental damages arising out of the use or inability to use this product.

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V-One MOBILE DATA COMPUTER

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a V-One system after it is shipped from L-3 Mobile-Vision; accessories or parts that are not installed at L-3 Mobile-Vision; all other monitors, keyboards, mice and any other devices (including those products).

During the one-year period beginning on the invoice date, L-3 Mobile-Vision will repair or replace products returned to our designated support facility. To request limited warranty service, you must contact L-3 Mobile-Vision's Customer Technical Support within the limited warranty period. Refer to the details in your documentation or that in the Support section below to find the appropriate telephone number for obtaining customer assistance. If limited warranty service is required, L-3 Mobile-Vision will issue a Return Material Authorization Number. You must ship the products back to L-3 Mobile-Vision in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. L-3 Mobile-Vision will ship the repaired or replacement products to you freight prepaid if you use an address in the continental United States, where applicable. Shipments to other locations will be made freight collect.

NON-WARRANTY REPAIR WORK

Note: excludes RIMAGE, PRIMERA, VIEVU and DELL (server and storage) branded products as well as associated network (access points, switches, UPS) equipment. We will assist your agency in facilitating repairs for these products through the provider.

The customer may return a product for repair that is not covered by warranty. A standard repair fee, specific to the product, is charged for any product that is repaired outside of the warranty period. Repairs performed on products out of warranty carry a 90-day warranty, which begins the day the repaired item is shipped back to the customer. For items classified as "No Trouble Found" (NTF): the customer is notified if, after examining and testing a returned product, L-3 Mobile-Vision concludes that the product is not defective. The product is returned at the customer's expense and the customer is charged a nominal examination and testing fee (Bench Fee) or the standard repair fee, whichever is less.

SUPPORT

Warranty repairs and support can be arranged by calling (800) 336-8475 between the hours of 8:00 AM and 8:00 PM EST or via e-mail at DESSUPPORT.MVI@l-3com.com (a valid warranty or extended maintenance agreement is required to receive technical support) where a ticket number will be designated and the issue assigned to a member of the support team. An authorized point-of-contact name and phone number will also be needed in case follow-up information is required. L-3 Mobile-Vision provides on-line diagnosis and support for our Back Office video management systems. Most service requests can be handled through this remote method. If the problem is determined to be related to any of the L-3 Mobile-Vision provided hardware, then L-3 Mobile-Vision will coordinate the service with the appropriate hardware provider and facilitate the fix or replacement. Should an agency not be able to, or prefers not to provide the support necessary for our technicians to repair the equipment remotely, on-site service may be required. L-3 Mobile-Vision does not guarantee a specific response time if on-site service is required. All product support is provided remotely through our Technical Support and Depot Repair Center. If on-site or "near-site" support is needed through our vendors or directly from L-3 Mobile-Vision the customer is responsible for all related labor, parts and travel charges. If the customer has an active warranty the parts will be provided under the domain of the warranty agreement. Near-site support offers convenient off-premise third-party drive-in service of your L-3 Mobile-Vision equipment. L-3 Mobile-Vision does not cover near-site support under the warranty by a third-party vendor.

Please note: We will attempt to contact your representative (3) times. If we do not hear from your representative 24 hours after we place the 3rd call, the issue will be deemed resolved and we will close the ticket.

Note: Some component parts are specifically designed for customer removal and replacement. If during troubleshooting the L-3 Mobile-Vision support engineer determines that a repair can be accomplished

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with such a part or component, L-3 Mobile-Vision will ship the component part directly to the customer. Unless otherwise noted, service parts will be shipped via ground freight service.

Service Level Objective: While L-3 Mobile-Vision does not guarantee resolution time, we strive to resolve all cases in a fast and efficient manner to ensure customer satisfaction.

Non-critical issues will be acknowledged within 1 business hour, Monday-Friday only, excluding holidays. Resolution will begin within 24 hours followed by on-going daily status updates until resolution is confirmed with the POC.

Critical Support issues (Priority 1) will be acknowledged within 1 business hour. Resolution will begin within 4 business hours followed by ongoing daily status updates until the resolution is confirmed with the POC. After-hours requests for critical support will be handled in the same manner. However, response will start within 4 hours of the call.

After hours/Holiday/Weekend support: If the request for a support call is made outside the aforementioned normal hours, a callback will be made no later than the next business day. If you have a Priority 1 issue, you will need to state the issue and severity in your e-mail or voicemail. Your issue will be escalated to the on-call Technical Support Engineer and will be addressed within (4) hours.

Support Classifications

Priority 3 – Product feature and/or administration questions. Low severity.

Priority 2 – Minor feature/product failure, convenient workaround exists. This may require servicing or repair of one or more components. If service or repair is required, we will issue an RMA number and instruct your representative to return the defective components to us or a designated service center or third party provider. Advance replacement of components will be at the discretion of L-3 Mobile-Vision.

Priority 1 - Product or major feature failure or data corruption. The system is not operational or useable by your organization. Resolution times may vary depending on the nature of the problem and your representative's availability. We will continue to provide updates until the ticket is closed.

END OF DOCUMENT