



RATTLER[®]
REMOTE MONITORING & CONTROL

CONNECT + COMPREHEND WITH RATTLER **CONNECTIVITY, SERVICE & WARRANTY STATEMENT**

AN ACTIVE CONNECTIVITY, SERVICE, AND WARRANTY PLAN WILL INCLUDE:

1. Guaranteed Connectivity
2. Upgrade of Cellular Modem
(should current modem no longer be supported)
3. Telephone and Email Support
4. Full Warranty on Hardware
5. Over-the-air Software and Security Updates

WARRANTY DETAILS:

Rattler Remote Monitoring and Control warrants Rattler branded products, for a period of warranty length (in years) commensurate to the purchased or renewed length of the Connectivity, Service, and Warranty Plan, from the date of purchase from authorized distributor. In the event of a need for repair, Rattler Remote Monitoring and Control will repair or replace the product.

NOTES:

- Warranty is parts only, return to factory warranty (shipping cost not inclusive).
- Warranty limited to return for credit of costs paid.
- Connectivity and data will be supplied, as required, for the device. No overage charges will be charged to the customer, provided limited polling and video streaming are utilized.
- Data usage and associated polling rates/video streaming will be monitored if exceeding polling and streaming rates. Rattler Remote Monitoring and Control will work with the customer to address data usage issues should data usage be more than expected.
- Should data usage be higher than expected for an extended period of time, Rattler Remote Monitoring and Control reserves the right to renegotiate data plans.
- A one-year data renewal notice will be provided.
- Cellular modem hardware upgrades (e.g., 4G – 5G modem upgrades), should older communication technology no longer be supported. (Note: this does not include labor costs).
- Telephone and email support will be provided during standard work hours.
- Free over-the-air software and security updates will be provided as part of an active Connectivity, Service, and Warranty Plan.
- Warranty on communications includes technical support on high gain directional antenna and elevated mounting. Cost of antenna hardware will be the responsibility of the customer.

BROUGHT TO YOU BY TEMPLE INDUSTRIAL

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