

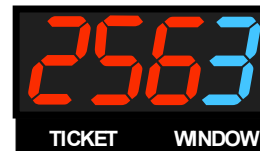
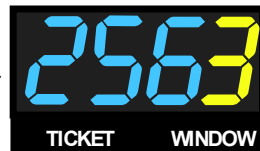
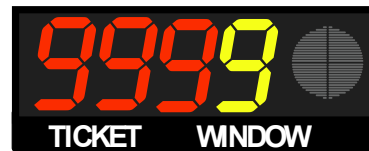


PRECISION PRODUCTS The World's First GPS Controlled Wireless Clock System

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BRG Take-A-Number System

Installation and Operation Manual



“Ding/Dong - Now Serving Number 256 - At Window 3”

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Updated: 8/16/2021

Our mission is to offer innovative technology solutions and exceptional service.

BRGQ44 Quick System Configuration

1. If only one wall display will be used, go to step 2. Otherwise, when using more than one wall display, one display must be configured as the primary display, and the remaining displays must be configured as secondary displays.
 - A. Using the buttons on the display that will be configured as the primary display, briefly press the Power/Menu button. A “1” will display.
 - B. Press the Next button until “4” displays. Press the Power/Menu to display the current multi- display configuration.
 - C. Using the Next or Back buttons, change the value to a “1” to configure the display as the primary display in a multi-display system.
 - D. Press the Repeat Audio buttons to save and exit the menu system.
 - E. Next, on a display to be configured as a secondary display, repeat the steps above, except set menu item 4 to a “2”. Press the Repeat Audio buttons to save and exit the menu system. Repeat as needed for the remaining secondary displays.

2. Configure the desired operating mode for all wall displays from one of eight available pre-configured modes. (7 = default).
 - A. Using the buttons on each display, briefly press the Power/Menu button. A “1” will display.
 - B. Press the Next button until “10” displays. Press the Power/Menu to display the current operating configuration.
 - C. Using the Next or Back buttons, change the value to one of the eight selections available as listed below.

<p>1 = two digit ticket counter (up to 100 customers waiting), chime/tone alert, no voice announcement</p> 	<p>2 = three digit ticket counter (up to 1000 customers waiting), chime/tone alert, no voice announcement</p> 
<p>3 = two digit ticket counter (up to 100 customers waiting) and two digit service window number (up to 64 windows), chime/tone alert, no voice announcement</p> 	<p>4 = three digit ticket counter (up to 1000 customers waiting) and one digit service window number (up to 10 windows), chime/tone alert, no voice announcement</p> 
<p>5 = two digit ticket counter (up to 100 customers waiting),</p>	<p>6 = three digit ticket counter (up to 1000 customers</p>

chime/tone alert, with voice announcement of the ticket number.



waiting), chime/tone alert, with voice announcement of the ticket number.



7 = two digit ticket counter (up to 100 customers waiting) and two digit service window number (up to 64 windows), chime/tone alert, with voice announcement of the ticket number and the service window number.



8 = three digit ticket counter (up to 1000 customers waiting) and one digit service window number (up to 10 windows), chime/tone alert, with voice announcement of the ticket number and the service window number.



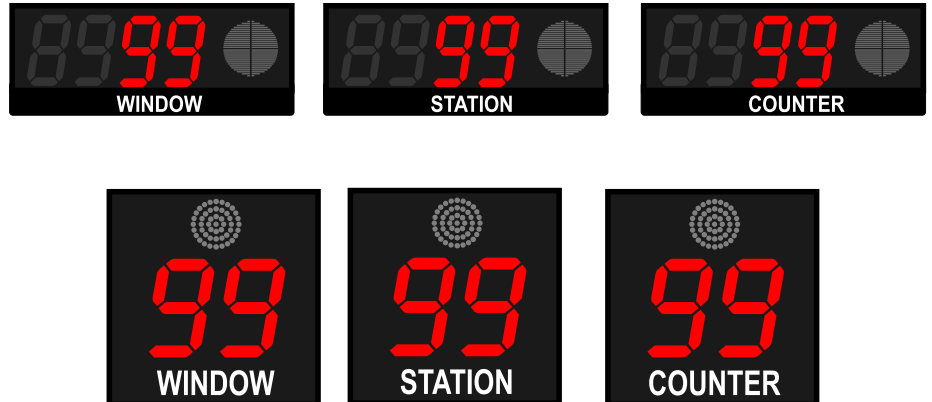
9 = three digit ticket counter (up to 1000 customer waiting) and two digit service window number (up to 64 windows), chime/tone alert.



10 = three digit ticket counter (up to 1000 customer waiting) and two digit service window number (up to 64 windows), chime/tone alert, with voice announcement of the ticket number and the service window number.



11 = Support for when a ticket dispenser is not used. Example: people standing in a single line waiting to be directed to a window. Both 2 and 4 digit displays are supported. Set Mode 10 = 11 to enable "Window" operation. For "Station" operation, set Mode 10=0 and set Mode 37-92=101, or 102 for "Counter" operation. English and Spanish are supported.



D. Press the Repeat Audio buttons to save and exit the menu system. Repeat as needed for the remaining displays.

- E. If window numbers will be used, each wireless remote should be configured with a window number. To assign a wireless remote a new window number, press and hold the yellow Power/Menu button on the until the indicator light on the remote begins blinking rapidly (about two seconds). The current window number assigned to the remote will be displayed on the primary wall display. Use the Next or Back buttons to change the window number. The number will be saved five seconds after the last button press and the indicator light will stop blinking. Repeat as needed for the remaining remotes.

Overview

The BRGQ44 is a Take-a-Number System like no other. The system includes a take-a-number ticket dispenser, multi-color LED display with 4 inch digits for the count, or count plus customer window, alert tone only or alert tone with voice audio, and a U.S. government approved wireless window remote control with 10 year battery. The LED wall display has user-changeable-color with adjustable intensity. Features include a user selectable tone alert and/or voice audio. The display color changes as the numbers are announced. The last count is maintained during power outage. The last four activations are repeatedly displayed. Any number of digital wall displays may be used and up to 64 window remote controls are supported. The basic system includes: ticket dispenser with tickets, floor stand, industrial wireless remote, multi-color LED display and AC power adapter. Made in the USA with a full one year warranty.

Operation: Pressing the window remote's Next button increments the ticket count, and sounds an alert tone and/or voice announcement. Pressing the Back button decrements the count without an alert sound. Pressing the Repeat button repeats the announcement for the remote control pressed. The BRGQ44 Take a Number display can be reconfigured at any time.

How the BRG Queue Management System Works

1. Customer obtains a ticket when entering the waiting area
2. Employee at service window presses the Next button on the wireless remote control. The system supports up to 64 service windows.
3. The wall display(s) sounds an alert tone, increments the ticket count, and announces the ticket number. If the system is configured for multiple service windows, the service window number is also displayed and announced.
4. If the customer does not appear at the window in a short time, the employee at the window may press the Repeat button on the remote control to repeat the previous announcement, for the respective service window. The Back button may be used to decrement the ticket count.
5. If the customer does not appear at the window, the employee presses the Next button to announce the next ticket number and update the display.

General Specifications:

Display Format:

User-changeable-color LED display

Audio:

MP3 audio player/synthesizer, adjustable volume up to 102 dB

Operating Modes:

8 User Basic Selectable Operation Modes

Environment:

-32 degrees F to 120 Degrees F, Humidity: 0% to 95% non-condensing

Non-volatile Memory Backup:

EEPROM is used to back up the configuration and count

Features and Options

Standard Features Available:

1. 8 in 1 operation – eight user configurable operating modes
2. Plug-and-Play, no complicated network, configuration or complicated wiring
3. Simple installation with no technical skills required.
4. Simple ticket dispenser, no expensive printer to malfunction, no paper jams
5. User changeable LED display color scheme
6. Anti-glare lens allows viewing under most lighting conditions
7. Voice announcements, user selectable between, English, Spanish or both
8. User selectable between chime alert, voice announcement or both.
9. The display changes color with each announcement.
10. History showing the last four announcements are displayed
11. Sturdy industrial, U.S. Government approved, wireless remote control
12. Selectable radio channels allow up to four separate systems to operate in the same building
13. Wireless remote operation to increment, decrement or repeat the count
14. Wireless remote operates up to 10 years between battery changes
15. No wiring between window button and wall displays
16. Wall displays include control buttons to increment or decrement the count
17. Simple configuration and easy to use
18. The count and window number is maintained during power outages
19. Repeat audio with the correct window number from the last 25 transactions
20. Alert chime can be configured to sound before the voice announcement
21. Adjustable display intensity
22. Simultaneous button presses are buffered and managed
23. Separate adjustable alert chime/tone and voice audio volume up to 102 dB.
24. A line-level audio jack is available for connecting the display to the building's PA system
25. Any number of LED wall displays may be used
26. Wall displays – super bright multi-color LED 4 digit with 4" high digits, black ABS enclosure
27. Configure for 2 or 3 digit ticket counter, with support for up to 64 service windows
28. Displays can be reconfigured using the buttons on the display or the remote control
29. Displays are configurable to operate as Single, Primary or Secondary modes.
30. 30 day money back guarantee
31. Free Shipping in the USA and Canada
32. Free toll-free technical support.

Available Options:

1. Wall or Desktop displays – 2 to 6 digits, with 4" or 8" digits, black aluminum frame
2. Double sided ceiling or hallway displays
3. Additional wireless remote controls, including batteries
4. Ticket dispenser with floor stand and sign
5. Ticket dispenser, no stand or sign
6. Sign only (English)
7. Additional secondary 4" wall displays with audio
8. 2 digit paper rolls
9. 3 digit paper rolls

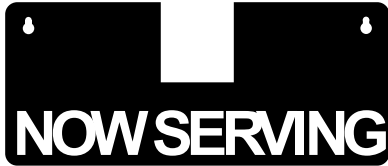
Installation

Mounting Hardware

- 2 The hardware bag should contain:
 2 Drywall anchors
 2 Philips head screws

Mounting the Wall Display

1. Configure the display before mounting it to the wall.
2. The display includes a name plate designed to hang on the wall behind the clock. This plate also serves to locate the position of the mounting screws.



3. Hold the name plate against the wall. A level may be used to be sure the plate is level.
4. Make pencil mark in the top of the two mounting holes
5. If using the supplied drywall anchors, drill 5/16" holes in the wall for the mounting anchors.
6. Insert the drywall anchors in each hole
7. Using a Phillips screwdriver, insert the screws into the anchors until the screw head is 1/4" to 1/2" from the wall.
8. Hang the label plate on the screws with the desired label facing outward.
9. If the display is mounted over a wall outlet, plug the power adapter into the outlet.
10. Hang the display on the mounting screws.
11. If the power adapter is not mounted behind the clock, then plug it in at this time.



Assembling the Paper Ticket Dispenser

1. Attach the dispenser pole to the base using the bolt provided. Place one washer above and one washer below the base.
2. Attach the sign and black plastic bracket to the pole metal bracket using two 8/32 screws provided.
3. Snap the red dispenser into the black plastic bracket on the pole.
4. Raise the black plastic latch on the red dispenser to insert a roll of tickets into the dispenser. Lower the latch.

Programming the Wireless Remote(s) if applicable

1. To assign a wireless remote a new window number, press and hold the yellow Power/Menu button until the indicator light begins blinking rapidly (about two seconds).
2. Use the Next or Back buttons to select the desired window number.
3. The number will be saved in five seconds after the last button press and the indicator light will stop blink rapidly.

Operation

If you have any questions or do not understand the operating modes listed below, please call technical support at 800-295-0220 before making any changes to the clock's configuration.

Quick Start

Normal Operation - Briefly press the Next (about 1 second) button to increment the ticket count, or the Last button to decrement the ticket count. Holding the buttons down will change the count faster without announcing the new count.

Replay Audio - If a customer does not appear, and you need to repeat the audio message, briefly press the Repeat button to repeat the last audio announced from this remote. The display stores the last 25 transactions, so even if other windows have incremented the ticket count, the correct ticket count and window number will be repeated. If the customer still does not appear, press the Next button to increment the ticket count and move on to the next customer.

Five seconds after the new count and window number has been announced, the display(s) will begin showing the last four counts, with the last count highlighted.

View/Change Remote Window Number (if applicable) - Press the Power/Menu button until the LED light blinks rapidly (1-2 seconds). The current Window number will appear on the primary wall display. Use the Next or Last buttons to change the number. Holding the buttons down will go faster. Five seconds after the last button press, the number will be saved and return to normal operation.

System Description

One or more LED color changing wall displays may use to provide visual and audio waiting queue management. The use long lasting, color changing LED displays include over 75 microprocessors to provide advanced operations with ease of use. The last 25 counts are stored in non-volatile memory and are unaffected by power outages. The last count of the day will be stored and ready to use the next business day.

The industrial wireless remote control is U.S. Government approved and uses AES128 data encryption. The clean membrane switch buttons are easy to wipe down. The two AA Lithium batteries include will operate the remote for up to ten years.

Each customer service window should have a wireless remote configured for that window number. Each window should a window number clearly visible to the waiting customers.

The customer obtains a paper ticket from the dispenser as they enter the area, and takes a seat. A simply paper ticket dispenser is used, which is more reliable than ticket printers. Pressing the Next button advances the count on wall displays and sounds an alert chime followed by a voice announcement of the next ticket number and customer window number.

The display color changes with the voice prompt to highlight the number.

If the customer does not appear at the window in a short time, pressing the Repeat button will repeat the announcement for the selected remote, even if other windows have advanced the count.

If two windows advance the count at the same time, the display manages the commands so the count is advanced in the order received.

Five secondary after the last announcement, the display will begin displaying the last four counts.

If someone obtains too many tickets, just press the Next button to advance the count as needed. If the count needs to be advanced or reduced by a large value, press and hold the buttons. If you go too far, use the opposite button to reverse the count.

To assign a wireless remote a new window number, press and hold the yellow Power/Menu button until the indicator light begins blinking rapidly (about two seconds). Use the Next or Back buttons to select the desired window number. The number will be saved in five seconds after the last button press and the indicator light will stop blink rapidly.

The Power/Menu buttons is for accessing the primary display configuration menu. The displays also include buttons on the top of the display for operation and configuration.

Configuration Menu

General Menu Navigation:

Configuration is accomplished by editing parameters using a simple menu system. Only four buttons are used to navigate the configuration menu. Using the buttons on the display, the Power/Menu button enters the Menu. The Next and Back buttons move up and down through the menu items, and are used to change parameter values. The Repeat Audio button is used to save any changes and exit the menu system. The wireless remote control has the same functions.

Operation – Briefly press the Power/Menu button. A “1” will display. Using the Next and Back buttons, select the desired menu item. Press the Power/Menu button again to display the parameter.

For menu items above 19, press Power/Menu again to access the menu’s second level. When “1” appears, indicating the second level menu, press the Next or Back buttons to select the desired menu item, then press Power/Menu to display the parameter value. Press the Next or Back buttons to change the parameter value. Once the parameter value is changed, press Power/Menu to back out of the item and move to another item, or press the Repeat Audio button to save and exit the menu system. Pressing the Repeat Audio button at any time will save your changes and exit the menu system.

Pressing the Power/Menu button while a parameter value is displayed will back up one level. Press Next or Back to move to the next mode item. Pressing the Back button until mode 0 is reached will exit the menu system. Pressing the Repeat Audio button also exits the menu system. The menu will also timeout and return to normal operation after 60 seconds in inactivity.

A special operation menu is available for restoration and diagnostic purposes. Pressing and holding the Power/Menu button will cause either four blinking one’s or four blinking two’s to be displayed. Four one’s means no configuration has been stored in secondary memory. Four two’s means a previous configuration has been stored in secondary memory.

Continuing to hold down the Power/Menu button allows shortcut menu operations. The one’s or two will disappear and the display will begin slowly counting up from 0. To execute a special command, release the Power/Menu button while the selected command number is displayed. Then, immediately press the Timer control (TC) button for one second. The special commands are:

1=Software reset



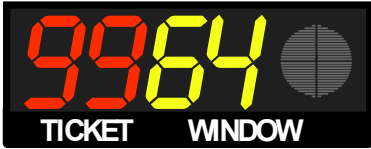
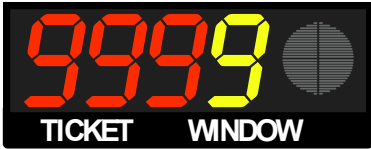
2=Restore factory defaults, once the 2 appears, release the Power/Menu button and momentarily press the Repeat Audio button



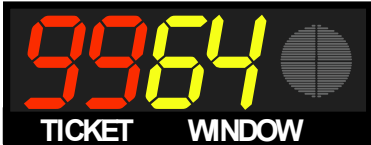
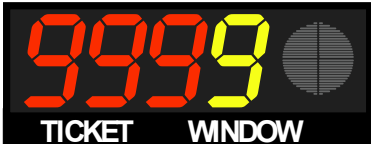
3=Restore customer defaults from secondary memory (if previously stored) , once the 3 appears, release the Power/Menu button. Momentarily press the Repeat Audio button to confirm.




4=Store customer defaults in secondary memory, once the 4 appears, release the Power/Menu button. Momentarily press the Repeat Audio button to confirm.

7=Illuminate all display segments, press Next or Back, or cycle power to cancel

First Menu Level Mode Number	Second Menu Level	Value Range	Mode Description and Instructions
0	N/A		<p><u>Exit Menu System</u> Pressing the Back button until the count equals 0 saves changes and exits the menu system. Pressing the Repeat Audio button will also save and exit the menu system.</p>
3	N/A	1-15	<p><u>Display Intensity</u> 1=lowest intensity 15=highest intensity</p>
4	N/A	0-2	<p><u>Multi-Display Support</u> 0=Single display system 1=Primary display in a multi-display system 2=Secondary display in a multi-display system</p>
6	N/A	1-7	<p><u>Default Display Color</u> This value determines the default display color for both numeric and alpha-numeric displays. Available colors: 1=green, 2=red, 3=blue, 4=yellow, 5=magenta, 6=cyan, 7=white.</p>
7	N/A	1-8	<p><u>Radio Channel for Wall Displays and Remote Controls</u> 1-8 (1=default) Systems manufactured prior to 2/14/2020 only support four channels (1-4) Channel 1 is compatible with devices produced before this date.</p> <p>Multiple radio channels allow up to four Take-a-Number systems to operate within close proximity of one another. For each system, all remote controls and wall displays must be configured for the same radio channel.</p> <p>The radio channels use unique encryption keys as further effort to reduce interference or unintended operation.</p> <p>This mode determines the radio channel to use from four available channels (1-8). When accessing this mode, the radio channel displayed always starts at 1, regardless of what channel is currently be used. Once the menu is at mode 7, press the Mode button once. A “1” will be displayed. Use the Up and Down buttons to select the channel number 1 through 4, then press the Timer Control button on the display to save and exit the menu system. Pressing the Mode button to back out to the previous menu level will also save the channel selection.</p> <p><u>Changing The Remote Control Channel</u> The remote control(s) must also be set to the same channel as the wall display(s). To change the channel on a remote control, momentarily press the Up and Down buttons at the same time. The channel number will increment to the next channel and the light will blink to indicate the new channel number. For example, if channel 3 is selected, then the light will blink 3 times. To increment to the next channel, repeat pressing both buttons as needed. If the current channel is 8 before pressing the buttons, the channel number will start over with 1 and blink the light once. The remote will return to normal operation after a few seconds of no button activity.</p>

First Menu Level Mode Number	Second Menu Level	Value Range	Mode Description and Instructions
8	N/A	1-15	<p><u>Chime Pre-Alert Volume</u> 1-15 10=default</p>
10	N/A	1 to 11	<p><u>Operation Mode</u> This mode determines the basic operating mode of the system.</p> <p>1= two digit ticket counter (up to 100 customer waiting), chime/tone alert, no voice announcement</p>  <p>chime/tone alert, no voice announcement</p> <p>2= three digit ticket counter (up to 1000 customer waiting), chime/tone alert, no voice announcement</p>  <p>chime/tone alert, no voice announcement</p> <p>3= two digit ticket counter (up to 100 customer waiting) and two digit service window number (up to 64 windows), chime/tone alert, no voice announcement</p>  <p>chime/tone alert, no voice announcement</p> <p>4= three digit ticket counter (up to 1000 customer waiting) and one digit service window number (up to 10 windows), chime/tone alert, no voice announcement</p>  <p>chime/tone alert, no voice announcement</p>

First Menu Level Mode Number	Second Menu Level	Value Range	Mode Description and Instructions
			<p>5= two digit ticket counter (up to 100 customer waiting), chime/tone alert, with voice announcement of the ticket number and the service window number.</p>  <p>chime/tone alert, with voice announcement of the ticket number and the service window number</p> <p>6= three digit ticket counter (up to 1000 customer waiting), chime/tone alert, with voice announcement of the ticket number and the service window number.</p>  <p>chime/tone alert, with voice announcement of the ticket number and the service window number</p> <p>7= two digit ticket counter (up to 100 customer waiting) and two digit service window number (up to 64 windows), chime/tone alert, with voice announcement of the ticket number and the service window number.</p>  <p>chime/tone alert, with voice announcement of the ticket number and the service window number</p> <p>8= three digit ticket counter (up to 1000 customer waiting) and one digit service window number (up to 10 windows), chime/tone alert, with voice announcement of the ticket number and the service window number.</p>  <p>chime/tone alert, with voice announcement of the ticket number and the service window number</p>

First Menu Level Mode Number	Second Menu Level	Value Range	Mode Description and Instructions
			<p>9= three digit ticket counter (up to 1000 customer waiting) and two digit service window number (up to 64 windows), chime/tone alert.</p> <p>10= three digit ticket counter (up to 1000 customer waiting) and two digit service window number (up to 64 windows), chime/tone alert, with voice announcement of the ticket number and the service window number.</p>  <p>11= Support for when a ticket dispenser is not used. Example: people standing in a single line waiting to be directed to a window. Both 2 and 4 digit displays are supported. Set Mode 10 = 11 to enable "Window" operation. For "Station" operation, set Mode 10=0 and set Mode 37-92=101, or 102 for "Counter" operation. English and Spanish are supported.</p>  
19	N/A	0 00 to 9 99	<p>Software Version Number Displays the clock software version number. Press the Power/Menu button to exit or let the menu timeout.</p>

First Menu Level Mode Number	Second Menu Level	Value Range	Mode Description and Instructions
31	1-2	0-7	<p><u>Individual Numeric Zone Color</u> 0= use the default color determined by mode 6 1= window number – default = 4 (yellow) 2= ticket count – default = 2 (red)</p> <p>This value determines the individual color of the ticket count and window number. The default color (mode 6) is used to highlight the numbers. This setting overrides Mode 6, default zone color. Available colors: 1=green, 2=red, 3=blue, 4=yellow, 5=magenta, 6=cyan, 7=white.</p>
37	84	0-15	<p><u>Alarm MP3 Audio Player - Volume</u> 0= audio player disabled 1=minimum volume to 15=maximum volume</p> <p>This value sets the volume of the programmable MP3 audio player.</p> <p>After selecting the volume, press the Power/Menu button to back up and set the new volume setting. Press the Repeat Audio button to save and exit the menu without changing the volume. The new volume setting will be used the next time the clock is power cycled.</p>
37	85	1-99	<p><u>MP3 Audio Player - Audio File to Play - Factory Use Only</u> 1-99 – audio file number, 45=default</p> <p>This value sets the file name of the programmable MP3 player used for the tone/chime alert.</p> <p>The audio files are listed below with the file number, followed by the file name. 44=two tone chime high 45=two tone chime low 46=two tone chime soft 47=medium pitch tone, one second 48=church bell strike, 3 seconds 49=electronic bell tone, 2 seconds</p>
37	86	0,1,2	<p><u>MP3 Play Port - Factory Use Only</u> 0=disabled 1=SRST port 2=GPS port</p>
37	90	0-5	<p><u>Operating Mode - Display Format and Count Limit</u> Factory Use – Mode 10 overrides this mode 0 = No BRGQ audio 1 = 2 dig count, no window 2 = 3 dig count, no window 3 = 2 dig count, 2 dig window 4 = 3 dig count, 2 dig window 5 = 3 dig count, 1 dig window</p>
37	91	0,38-41	<p><u>Pre count audio file</u> Factory Use – Mode 10 overrides this mode default=39</p>

First Menu Level Mode Number	Second Menu Level	Value Range	Mode Description and Instructions
37	92	0,42-43	<p>0=disabled 38 – now serving 39 – now serving number 40 – serving 41 – serving number</p> <p><u>Pre window audio file</u> Factory Use – Mode 10 overrides this mode default=42 0=disabled 42 – at window 43 – at counter 100 – window 101 – station 102- counter</p>
37	93	0,44-49	<p><u>Alert chime/tone</u> Factory Use – Mode 10 overrides this mode default=45 0=disabled 44=two note, high pitch 45=two note, medium pitch 46=two note door bell 47=1 second medium pitch tone 48=2 low pitch bell chime 49= high pitch chime</p>
37	94	1,2,3	<p><u>Voice Announcement Language</u> Factory Use – Mode 10 overrides this mode 1=English (default) 2=Spanish 3=English and Spanish</p>
51	2	0,2	<p><u>Display History for Display Modes with a Window Number</u> 0=do not display history (default) 2=display history</p> <p>Display the last four ticket and windows numbers for display modes with a window number.</p>

Warranty Agreement

BRG Precision Products One Year Warranty

1. Term of Coverage

Coverage will be for 1 year. Claims must be made during the Warranty Period. This Agreement is not renewable. The warranty becomes null and void if complete payment is not made within the terms specified under Terms of Payment.

2. Warranty

BRG Precision Products, Inc. warrants the Product against defects in workmanship and materials during the Coverage Period.

3. Coverage

BRG Precision Products, Inc. will, at its option, repair or replace the defective Product free of charge, provided that you notify BRG Precision Products, Inc. of the Product defect within the Coverage Period, and provided that BRG Precision Products, Inc. through inspection establishes the existence of such a defect and that it is covered by this Agreement. BRG Precision Products, Inc. will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. BRG Precision Products, Inc. reserves the right to use parts or products of original or improved design in the repair or replacement. If BRG Precision Products, Inc. repairs or replaces a Product, the warranty continues for the remaining portion of the Coverage Period without extension. All replaced Products and all parts removed from repaired Products become the property of BRG Precision Products, Inc. BRG Precision Products, Inc. covers both parts and labor necessary to repair the Product, and return shipment to the Customer via a BRG Precision Products, Inc.-selected non-expedited surface freight within the contiguous United States and Canada. Alaska and Hawaii return shipments to the Customer are via non-expedited air freight.

4. What Is Not Covered

This Agreement does not cover costs related to the removal, installation, or field troubleshooting of the Product under the terms of the Agreement if, and not limited to:

- a) the Product has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) the Product has been subjected to fire, splashed water (unless specifically ordered to be water resistant), submersion into any liquid, generalized corrosion, biological infestations, or high input voltage including lighting strikes and generators operating outside the limits of their Product specifications;
- c) repairs have been done to it other than by BRG Precision Products, Inc. or its authorized service centers, or as assigned by BRG Precision Products;
- d) the Product is used as a component part of a Product expressly warranted by another manufacturer;
- e) the Product's original identification (trade-mark, serial number) markings have been defaced, altered, or removed;
- f) the Product is located outside of the United States and Canada;
- g) the customer has misrepresented the Product information provided to BRG Precision Products, Inc. in order to receive coverage under the terms of this Agreement. This Agreement does not warrant uninterrupted or error-free operation of the Product;
- h) Product malfunction or damage resulting from electromagnetic or solar radiation;
- i) Shipping charges to the factory more than 30 days after first receiving the product;
- j) Undesirable operation resulting from changes to public law after the product was purchased, such as changing the dates for daylight saving time.
- k) Normal wear and tear relating to the non-operating functions of the equipment such as discoloration from direct sunlight, heat, etc.

5. Disclaimer and Limitation of Liability

TO THE EXTENT PERMITTED BY APPLICABLE LAW, OTHER THAN THE EXPRESS WARRANTY SET FORTH IN THIS AGREEMENT, BRG PRECISION PRODUCTS, INC. MAKES NO ADDITIONAL WARRANTIES, EXPRESS OR IMPLIED, AND DISCLAIMS ALL IMPLIED WARRANTIES, WHETHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY WARRANTIES THAT MAY NOT BE DISCLAIMED UNDER APPLICABLE LAW ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES, EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD. IN NO EVENT WILL BRG PRECISION PRODUCTS, INC. BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING WHETHER IN CONTRACT OR TORT INCLUDING WITHOUT RESTRICTION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, ANY PERSONAL INJURY, ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. BRG Precision Products, Inc. neither assumes nor authorizes any other person to assume for it any other liability in connection with the repair or replacement of the Product.

6. Claim Limits

Claims are limited to repair or replacement, or if in BRG Precision Products, Inc.'s discretion that is not possible to reimbursement up to the purchase price paid for the Product. In no event will BRG Precision Products, Inc.'s liability under this Agreement exceed the purchase price paid for the Product.

7. Cancellation

You may cancel this Agreement by providing to BRG Precision Products, Inc. written notice of your wish to cancel.

8. Insurance

This Agreement is not a contract of insurance.

9. Amendment and Waiver

No amendment, supplement, consent or waiver, express or implied, to or of any provision of this Agreement will be effective unless in writing signed by the parties hereto and then only in the specific instance and for the specific purpose given.

10. Assignment

The Customer may assign or transfer this Agreement provided BRG Precision Products, Inc. is advised by the Customer in writing of such assignment and the new system owner's information.

11. Governing Law

This Agreement will be governed by and interpreted exclusively in accordance with the laws of the State of Kansas, without reference to provisions concerning conflicts of laws. The provisions of the United Nations Convention on Contracts for the Sale of Goods are hereby excluded.

12. Arbitration

Any controversy or claim arising out of or relating to this Agreement, or the breach of it, shall be settled by arbitration in accordance with the relevant rules of the American Arbitration Association, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The place of arbitration shall be Wichita, Kansas, United States of America. There shall be one arbitrator.

13. Severability

If any provision of this Agreement is found by any court or arbitrator to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions will not be affected thereby.

14. Entire Agreement

This Agreement constitutes the entire contract between the parties concerning the subject matter of this Agreement and supersedes all marketing brochures and other expectations, understandings, communications, representations and agreements, whether verbal or written, between the parties. THIS AGREEMENT GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Once a return authorization number is obtained, ship the products to:

BRG Precision Products
Attn: RA# xxxxxxx (where xxxxxxx is the authorization number provided)
600 N. River
Derby, KS 67037

Optional Extended Warranty:

A two-year extended warranty is available. The extended warranty must be purchased before the end of the standard warranty. The two-year extended warranty costs 20% of the product purchase price.

Optional Advanced Replacement Service ("Hot Swap"):

For critical applications, BRG Precision Products recommends purchasing a complete backup product. If a backup product is too expensive or the application is only semi-critical, BRG Precision Products recommends the optional Replacement Service ("Hot Swap")

This service allows the customer to receive a replacement product right away to replace a defective product that is covered under warranty. BRG Precision Products will pay for ground shipping to send the replacement product. The customer is responsible for expedited shipping charges over the cost of ground shipping. The customer is responsible for shipping charges to return the defective product. The Replacement Service is only available for shipments to the U.S. and Canada.

When the customer receives the replacement product, the defective product must be returned to the factory within 30 days. The invoice for the replacement product will then be voided; otherwise, the full invoice amount for the replacement product is due. This service is only available in conjunction with warranty repairs.

This replacement service may be purchased for 10% of the products purchase price at the time of the initial purchase. The replacement service may also be purchased after the initial product purchase and before the standard warranty expires for 15% of the product purchase price. The term of this service ends when the warranty expires. This service may be repurchased for 10% of the product purchase price when a two-year extended warranty is purchased. The product replacement service is only available on selected models.

30 Day Return Policy:

No returns will be accepted without prior written authorization of BRG. Incorrect merchandise received will receive prompt re-shipment of correct items. Incorrect merchandise, other than custom items, may be returned, shipped prepaid, and will be exchanged on an equivalent basis.

Merchandise, other than custom items, that cannot be used may be returned if items are shipped prepaid in the original boxes. Carrier is responsible for parts damaged in shipment. The customer should have driver sign for damaged carton on delivery receipt and make a claim with the freight company. Please insist that the carrier's representative conduct an inspection, and retain all packing materials for the inspector. Please report promptly for immediate follow-up on short shipments. No action arising from any sale by BRG may be brought by a customer more than one year after the date of shipment.

Terms of Payment:

New accounts require prepayment. International orders require prepayment by Telegraphic Transfer (bank wire). For established customers, payment is due in full within 30 days from invoice date. Other payment methods include Visa, Mastercard, American Express, Discover, Novus (Domestic Only). Add 4% for ground shipping in the U.S. and Canada. Domestic shipping is prepaid for U.S. Government orders. Other shipping methods are available. All past due accounts will be subject to a finance charge of 1.5% per month. BRG may cancel or delay future deliveries if customer fails to make prompt payment or if customer's financial condition warrant such action in BRG's opinion. BRG is not responsible for delays. The customer will be contacted and given the choice of receiving a partial shipment or waiting for the full shipment. The firmware license may be suspended, limiting functionality of the equipment, if payment is not received within 90 days.

Pricing:

BRG Precision Products reserves the right to change prices without prior notification. Prices do not include taxes and BRG reserves the right to arrange for insurance on all orders.

The courts of Sedgwick County, Kansas will have exclusive jurisdiction and venue over any disputes arising from any sale by BRG and customer and Buyer consent to personal jurisdiction of the federal and state courts located in Sedgwick County, Kansas. If legal action is brought by BRG for the collection of any amount owed or due to any other dispute, the prevailing party will be entitled to recover its reasonable attorneys' fees and costs incurred. These items constitute the entire agreement between BRG and customer, regardless of any additional or conflicting terms on customer's purchase order or other documentation, which are objected to, or any prior discussions or usages of trade. All sales by BRG are made only on the terms and conditions contained herein.