

# **Wander Control Systems, Inc.**

## **Warranty Statement**

---

At Wander Control Systems, Inc.'s discretion, we agree to adjust, repair, or replace any products which are found to be defective due to manufacturing deficiencies or faulty components for the time frames indicated in the chart below – beginning with the date of invoice. Products damaged due to installation errors, user errors, or Acts of God are not covered under the warranty.

<b>PRODUCT</b>	<b>TIME</b>
WCSI Platinum 3, 3B, & Sentry	3 (three) years
WCSI Alert 6	3 (three) years
WCSI KP-1, KP-2, EscortR	1 (one) year
WCSI eZ Track'N	1 (one) year
WCSI Accessories	1 (one) year
WCSI RFID Tags	Tag Program
Wristbands	Disposable item (please advise of any problems upon receipt of product)
Non-WCSI Manufactured Products for System Integration	Pass other manufacturer's warranty on to customer / end user

### **RFID Tag Program**

RFID tags operate on battery power. This battery will discharge and ultimately fail over time. This is normal, so daily RFID tag testing is recommended.

After your brand new Wander Control Systems RFID tag has served its useful life, simply return the tag with an expired battery or other functional problem to our Service Center and we will completely recondition your tag: replacing the battery, the waterproof casing, and any other parts if necessary. We then reprogram your proper ID bit code and include a free standard wristband. Reconditioned RFID tags cost ½ the price of a new tag plus standard Ground shipping charges. Our exclusive Forever Tags™ are replaced for free, so the only cost is the standard Ground shipping charges. RFID tags that may possibly fail under normal use within 90 days of invoice are replaced at no charge.

### **Limitation of Liability**

Our products are designed for use in reducing the risk of resident wandering, elopement and general egress and ingress notification. Products and accessories not manufactured by WCSI may be integrated into a wander system and sold by WCSI or third parties to provide other benefits and services to assist in elopement notification

and efficiently monitor general egress and ingress security through remote detection. Extreme security applications and situations may require hardware components not available through WCSI.

Many factors may affect the function, performance, and active field of our electrical products. Some of these factors may include electrical interference, metal objects within the active field, placement of the receive antenna and/or RFID tag, installation errors, and improper maintenance.

**Wander Control Systems, Inc. (WCSI) does not guarantee that our products will detect 100% of wandering resident elopements or provide 100% security for unauthorized egress and ingress through a monitored door. The daily testing of RFID tags and regular servicing of installed products is recommended to minimize problems detecting wanderers or general door security. WCSI products are designed and manufactured to assist in providing wanderer monitoring, elopement notification, and exit door security. At no time do WCSI products totally replace the need for human supervision and monitoring of residents, employees, and exit/entrance security.**

Wander Control Systems, Inc.'s liability to our customer or end user is limited to:

- A. the repair or replacement of defective product, products, or materials supplied by WCSI during the warranty period as described in the WCSI warranty policy statement, or
- B. a refund of the purchase price of the product or products supplied by WCSI.

WCSI provides unlimited free technical support to all customers and/or all end users of our products through access to documentation on our website, electronic correspondence, and telephone support with our sales and tech support personnel. This technical support is provided by WCSI whether our products were purchased directly from WCSI or through an authorized dealer.

**Wander Control Systems, Inc.**

210 Richlandtown Pike  
Quakertown, PA 18951

Telephone 215-538-1983  
After Hours 407-446-0055

**[www.wandercontrol.com](http://www.wandercontrol.com)**