

## WARRANTY SCHEDULE

### PRODUCT AND INSTALLATION WARRANTY

#### A. WHOM THIS WARRANTY COVERS

**1. Original Buyer.** This warranty is made to the original buyer (“Buyer”) only and is not transferable without Brunswick Bowling & Billiards Corporation’s or Brunswick GmbH’s, as applicable, (“Seller”) prior written consent, except that a Buyer of new equipment who is a general residential contractor may transfer this warranty to the owner of the residence where the products are installed.

**2. Contingent on Payment and Signing Contract Completion Certificate.** Seller’s warranty obligations are contingent on Buyer’s payment in full in accordance with the applicable payment schedule and, if applicable, signing the completion certificate when presented by Seller or a Seller-authorized installer.

#### B. WHAT THIS WARRANTY COVERS

Unless otherwise indicated below, Seller warrants new products to be free from defects in materials and workmanship for the periods set forth below. Seller provides no warranty for GS™ Pinsetters, Authority22™, Lanescape™ Video Masking Units, Anvilane™, ProLane™, Guardian™, Barricade™, LaneShield™, lane systems components, center network systems, and software that are not installed by Seller or a Seller-authorized installer.

Normal maintenance repairs, procedures, and adjustments are the responsibility of Buyer and are not covered under the terms of this warranty.

##### 1. **GS Pinsetters installed by Seller or a Seller-authorized installer**

- a) Electrical Components - high voltage and low voltage sections of the electronic boxes, motors, solenoids, switches and cables only – 1 year after installation.
- b) Mechanical Wear Components - belts (including the transport band and accelerator belts), elevator chain guides, elevator pin shovel guides, socks, and overflow chute liners, clutch facings and bearings only – 1 year after installation.
- c) Other Components – 2 years after installation.

##### 2. **String Pinsetters installed by Seller or a Seller-authorized installer**

- a) All Components - 1 year after installation.

##### 3. **Synthetic Lanes installed by Seller or a Seller-authorized installer**

- a) USBC® Specifications – Seller warrants that synthetic lanes will meet USBC specifications for 30 days after installation.
- b) Breaks, Cracks and Wear – Seller warrants lanes against breaks and cracks on the top surface only and against wear deeper than the printed layer of laminate for 5 years after installation.
- c) ProLane™ lanes – Seller warrants ProLane lanes against delamination for as long as Buyer owns them.
- d) Anvilane™ lanes – Seller warrants Anvilane lanes against delamination for 5 years after installation.
- e) Lanescape™ lanes – Seller warrants Anvilane lanes against delamination for 5 years after installation.

- f) Pin Decks - 5 years after installation.
- g) Lane foundations and Kickbacks – 1 year after installation.

**NOTE:** For purposes of this warranty, “**delamination**” is defined to be the separation of the lane such that one or more of its layers returns to its original state as an individual sheet of material.

#### 4. Lane Surfaces

- a) Guardian™/Barricade™ - 1 year after installation.

#### 5. Center Network Systems and Software installed by Seller or a Seller-authorized installer

- a) Scoring Systems and Center Network Systems (including peripherals and associated electronics) – 18 months after installation, except for items listed in 4(b) below.
- b) Computers, terminals, widescreen monitors, pocket PC, and third party software – Seller passes through original manufacturer’s warranty only and does not separately warrant computers, terminals, widescreen monitors, hand held PDA devices, or third party software. See product documentation for details.
- c) Seller Software – Seller warrants that software will perform in accordance with functional specifications at delivery.<sup>1</sup> This warranty does not apply to center network systems with modified computer hardware, additional computers, terminals, or peripherals<sup>2</sup> that have been added to the center network system, or if software other than that provided by Seller is installed on or used with center network systems without Seller’s written approval. The total value of such warranty service, including equipment and labor costs, shall not exceed the original purchase price of the software. This warranty specifically excludes all business risks associated with installing, operating and use of this software or system, including, but not limited to, business interruption and lost profits.

The following software is approved for use with center network systems without Seller’s written approval but is not supported by Seller:

- d) Vector™ Plus - Windows Server® 2003 operating system, Service Pack 1 & 2; Windows® XP Professional operating system, Service Pack 2 and 3; Windows® 2000 Professional operating system, Service Pack 4; Crystal Reports®, version 8.0 & 8.5; Microsoft® Office 2000 (and components thereof); Trend Micro OfficeScan client; Trend Micro Internet Security; Sunbelt Software VIPRE Antivirus; McAfee® VirusScan Plus; NOD32 Antivirus Software; Microsoft® Internet Explorer 7.0 or later; QuickBooks®; CDE BLS and CDE BTM; Approved versions of Meriq Internet Reservations and Online Scoring; Approved versions of Time Pro.
- e) Vector™ - Windows® XP Professional operating system, Service Pack 2 and 3; Windows® 2000 Professional, Service Pack 4; Crystal Reports®, version 8.0 & 8.5; Trend Micro Internet Security; Sunbelt Software VIPRE Antivirus ; McAfee® VirusScan Plus; NOD32 Antivirus Software; CDE BLS and CDE BTM; Approved versions of Meriq Internet Reservations and Online Scoring.

<sup>1</sup> Software may or may not include features and capabilities seen in previous systems.

<sup>2</sup> System Peripherals include items such as receipt printers, cash drawers, pole displays, bar code readers, magnetic stripe readers, keyboards, touchscreens, universal power supplies and general office/league printers.

NOTE: During support of the center network system, an image of the original Seller software may be reloaded onto Buyer's center network system to restore operation. Seller is not responsible for data which is lost during this process, nor is Seller responsible for reinstalling or supporting non-Seller software. Additionally, Seller is not responsible for interruption to performance of, or damage resulting to, Buyer's scoring systems, Center Network Systems and/or software system(s) (collectively, the "Systems") if such damage results from Buyer's use of Seller's system or servers to access to the Internet. Such damage to the Systems may include, but is not limited to, a decline in the System's level of performance, System downtime and/or loss of data.

- 6. Other Equipment.** Products consisting of LaneScape™ masking and video masking units, ball return systems, power ball lifts, ball hoods and racks, capping and gutters, LED Pindeck Lighting, Lightworx™, Pinball Wizard™ bumpers, Bank Shot™ bumpers, lighting, sound, video systems, and Tel-E-Foul units are warranted as follows:
- a) Installed by Seller or a Seller-authorized installer – 1 year after installation.
  - b) Not Installed by Seller or a Seller-authorized installer – 1 year after delivery.
  - c) Third Party Lighting, Sound, Video screens, Projectors, LED Pindeck Lighting, Paging and Laser Systems- Seller passes through original manufacturer's warranty only and does not separately warrant these items. See product documentation for details.
    - Projector Bulbs – 90 days after installation.

NOTE: Pinball Wizard™ bumpers and Bank Shot™ bumpers are warranted only when used as a training aid as intended for persons weighing less than 80 pounds using a bowling ball weighing ten (10) pounds or less. Any other usage constitutes abuse or misuse of the equipment and is not covered by this warranty.

- 7. Furniture.** Striking Line™ or Frameworx™ furniture products are warranted as follows:
- a) Installed by Seller or a Seller-authorized installer – 1 year after installation.
  - b) Not Installed by Seller or a Seller-authorized installer – 1 year after delivery.
  - c) Refer to Section C of this warranty for a complete list of damage or defects that are not covered by this warranty. In addition, this includes:
    - Laminate scratches and textile scratches and tears.
    - Colorfastness or the matching of colors of textiles.
    - Seller does not warrant non-standard fabric selections.

**8. Brunswick Interactive Games**

- a) Installed by Seller or a Seller-authorized installer – 1 year after installation.
- b) Not Installed by Seller or a Seller-authorized installer – 1 year after delivery.
- c) Computers, terminals, projectors, and third party software – Seller passes through original manufacturer's warranty only and does not separately warrant computers, terminals or third party software. See product documentation for details.
  - Projector Bulbs – 90 days after installation.

- d) Seller Software – Seller warrants that software will perform in accordance with functional specifications at delivery. This warranty does not apply to Seller Interactive Games with modified computer hardware, additional computers, terminals, or peripherals that have been added to the system, or if software other than that provided by Seller is installed on or used with Seller Interactive Games without Seller’s written approval. The

## 9. Digital Signage

- a) Installed by Seller or a Seller-authorized installer – 1 year after installation.
- b) Not Installed by Seller or a Seller-authorized installer – 1 year after delivery.
- c) Digital Signage players, video extenders, and third party software - Seller passes through original manufacturer’s warranty only and does not separately warrant Digital Signage players, video extenders, or third party software. See product documentation for details.

## 10. Ticket Depot

- a) Installed by Seller or a Seller-authorized installer – 1 year after installation.
- b) Not Installed by Seller or a Seller-authorized installer – 1 year after delivery.

## 11. Aftermarket and Consumer Goods

- a) Pins - Limited 1 year after delivery. See “Limited One-Year Tenpin Warranty” documentation supplied with product for details.
- b) Finishes and Supplies – 90 days after delivery.
- c) Service Parts – 90 days after delivery except for the following parts listed below that have extended warranties. This warranty is for defects in materials and workmanship only.
  - Advanced Performance Urethane Deck Chutes: 12200808602, 12200808603, 12200837600, and 12200900600 – 2 years after delivery.
  - Advanced Performance Modular Pin Wheel: 12860071000 – 2 years after delivery.
  - Advanced Performance Fiberglass Pit Board Assembly: 12860620003 - 5 years after delivery.
  - OEM Transport Band Belt: 11-635201-000 – 1 year after delivery
- d) Authority22™ Lane Machine – 1 year after installation (Excludes high wear parts). Approved warranty replacement components shall be covered by this warranty for thirty (30) days from the date of replacement or for the remainder of the original warranty period, whichever is greater. In no case shall Seller be held liable for any special, incidental or consequential damages. Buyer is responsible for the cost of service calls made during the warranty period if the call results from Buyer’s failure or inability to perform such adjustment, installation or required maintenance.
  - High Wear Parts- 90 days after installation.
    - 11-655002-000 Check valve / strainer
    - 11-655024-004 Conditioner screen filter

11-655044-004	Cleaner screen filter
14-100126-000	Squeegee blade
14-100487-000	Seal- Waster Tank, “D” shape
14-100320-000	Absorbent wiper
14-100374-000	Absorbent foam – Squeegee clamp
14-100378-000	Vacuum diffuser
14-860208-115	Power cord assembly 115 volt
14-860208-230	Power cord assembly 230 volt
14-100523-000	Replacement Blade, V-squeegee
14-100521-000	Replacement Absorbent Foam Wiper, V-squeegee
14-100427-000	Buffer Shield Drip Foam
14-100557-000	Buffer Shield Drip Foam HP, V-shape

e) Envoy™ Lane Machine - 2 years after installation (Excludes high wear parts). Approved warranty replacement components shall be covered by this warranty for thirty (30) days from the date of replacement or for the remainder of the original warranty period, whichever is greater. In no case shall Seller be held liable for any special, incidental or consequential damages. Buyer is responsible for the cost of service calls made during the warranty period if the call results from Buyer’s failure or inability to perform such adjustment, installation or required maintenance.

- High Wear Parts - 90 days after installation.
 

11-655069-000	Check valve / strainer
11-655044-004	Conditioner screen filter
11-655044-004	Cleaner screen filter
14-100487-000	Seal- Waster Tank, “D” shape
14-100378-000	Vacuum diffuser
14-530208-024	Power cord assembly 24VDC
14-100556-000	Replacement Blade, V-squeegee
14-100521-000	Replacement Absorbent Foam Wiper, V-squeegee HP
14-100427-000	Buffer Shield Drip Foam
14-100557-000	Buffer Shield Drip Foam HP, V-shape
11-655070-000	Spray Tip-100 Deg., .050 GPM, S.S.

NOTE: The High Wear Parts list is subject to change at Seller’s discretion without prior notification.

- e) Maintenance Machines for Lanes and Accessories - as specified in the applicable product manual.
- f) Performance Balls - Urethane - 1 year after delivery.
- g) Cosmic Urethane house balls - 2 years after delivery (except 6 lb)
- h) Cosmic Standard Urethane house ball (6 lb) – 1 year after delivery
- i) Viz-A-Balls™ - 1 year after delivery
- j) Rental Shoes (112’s & 113’s) - 90 days after delivery
- k) Premium Rental Shoes (114’s) - 1 year after delivery

**12. Installation.** Seller warrants labor associated with installation by Seller employed installers of new products (excluding Aftermarket products) as follows:

- a) Lanes and Components - 1 year after installation.
- b) Other New Products (excluding Aftermarket products) - 90 days after installation.

This installation warranty does not cover required adjustments or maintenance. Buyer is responsible for the cost of any service call made during the installation warranty period if the service call results from Buyer's failure or inability to perform such adjustments or maintenance.

**13. Used Products.** Used equipment and software are provided "as is," "with all faults," and without warranty unless specifically stated otherwise in writing.

### **C. WHAT THIS WARRANTY DOES NOT COVER**

#### **THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECTS CAUSED BY:**

1. Repairs, replacements, or modifications made by anyone other than Seller or a Seller-authorized installer.
2. Abuse, misuse, accident, alteration, tampering, neglect, or lack of reasonable care.
3. Buyer's failure to maintain products in accordance with applicable product manuals and service bulletins. Please refer to [www.brunswickbowling.com](http://www.brunswickbowling.com) for current publications.
4. Buyer's failure to meet specified electrical requirements, including proper installation by a qualified electrician of isolated grounds or surge suppressors.
5. Water, atmospheric conditions, moisture, storms, lightning, movement of the building, lane foundations (i.e., joists, stringers, underlayment, and underlying wood lane if lane is installed over a wood lane), panels, or other surfaces, or from other causes over which Seller has no control.
6. Lane cleaning, conditioning or maintenance machines.
7. Removal or reinstallation of lanes or shrinking, swelling, sticking, or slipping of lane foundations (i.e., joists, stringers, underlayment and underlying wood lane if lane is installed over a wood lane), panels, or surfaces due to temperature or humidity conditions outside limits specified in applicable product manuals.
8. Viruses, spyware, or trojans caused by internet usage or unapproved software.
9. Installation of new or Aftermarket products that are installed by center personnel or third party installers.
10. Noise or vibration of pinsetter.
11. Variation in color, texture, and finish between samples and actual product.
12. Damage associated with improper transportation or storage.

### **D. ATMOSPHERIC REQUIREMENT**

Unless otherwise specified, at all times during storage, installation and/or operation, Buyer should ensure the atmospheric conditions within the premises or facilities where the Products covered under this Warranty are located, the following parameter **MUST** be met:

1. In-premises Humidity – 45% +/- 5%.
2. In-premises Temperature – temperature must be controlled and maintained at a constant rate.

## **E. WHAT SELLER WILL DO**

Unless otherwise specifically stated in this warranty, Seller may, in its sole discretion, elect to repair, replace, or send replacement material(s) for the defective part (or correct installation), refund Buyer's purchase price, or credit the cost of a replacement part, as determined by Seller. Buyer has no other remedies under this warranty.

## **F. HOW AND WHEN TO MAKE WARRANTY CLAIMS / OBTAIN SERVICE**

Warranty claims must be made within thirty days of discovery of a defect. Additionally, all claims must be made no later than thirty days after the expiration of the warranty period.

### **1. Electronic Hardware Assemblies and Software**

If troubleshooting procedures provided by Brunswick Customer Response Center or as described in the applicable service manual do not resolve the issue, return the assembly to the nearest Brunswick Rapid Exchange Center or Electronic Parts Exchange Depot (listed in the applicable service manual), freight prepaid, with a copy of an Electronic Assembly Repair Traveler. Seller will send an exchange assembly, freight prepaid, within a reasonable time, but no more than five (5) business days after receipt of Buyer's assembly.

### **2. All Other Products**

Within thirty (30) days of learning of a defect, Buyer must notify Seller in writing by filing a warranty claim on our website [www.brunswickbowling.com/warranty](http://www.brunswickbowling.com/warranty), describing the defect. If Buyer does not have access to the internet, notices may be sent to:

Brunswick Bowling & Billiards Corporation  
525 West Laketon Avenue  
Muskegon, Michigan 49441  
Attention: Warranty Resolution Department  
1-800-YES-BOWL  
Phone: (231) 725-3494  
Fax: (920) 907-2708  
E-mail: [bbwarranty@brunbowl.com](mailto:bbwarranty@brunbowl.com)

Do not ship product back to Seller prior to warranty claim confirmation. Defective parts must be held for a period of ninety (90) days after notification is made to Seller's Warranty Department. Seller reserves the right to inspect or request return shipment for evaluation. If requested, Buyer must return the products to Seller in the original or equivalent packaging, freight prepaid. Seller will pay freight costs to ship the repaired or replaced products to Buyer on all approved claims. If Seller determines problem is not covered under this warranty, Buyer will be notified explaining why the claim has been denied and giving him/her the option of having the denied product returned, freight collect.

## **G. TIME LIMIT FOR BRINGING SUIT**

No action arising out of any claimed breach of warranty may be brought more than one year after the cause of action has accrued.

## **H. DISCLAIMER OF WARRANTY**

Seller makes no warranty, express or implied (including any implied warranty of merchantability or fitness for a particular purpose) other than those expressly set out in this Schedule. Oral or written statements made by Seller dealers, distributors, agents, or sales representatives that are inconsistent with this warranty are not authorized by Seller and have no force or effect.