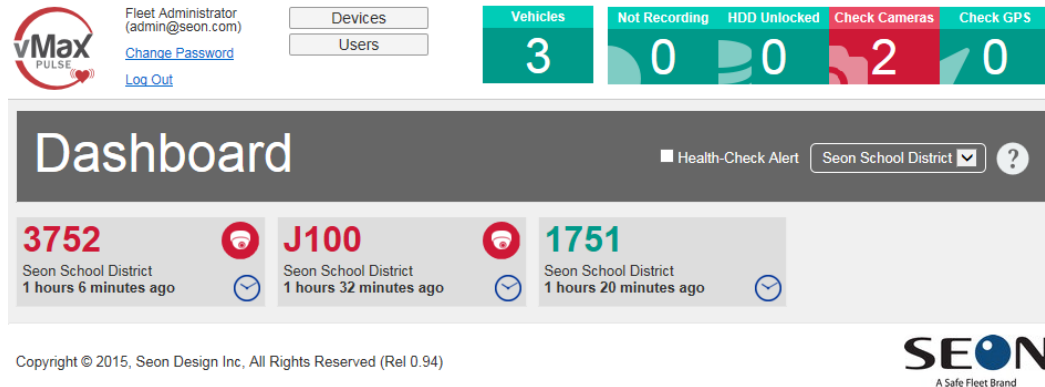


vMax Pulse User Guide



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Overview

A vMax Pulse sender installed on every bus sends video surveillance system health-check information to a receiver unit in the yard. The receiver relays health-check status information to the Seon cloud server. Users log in to vMax Pulse on a web site on any browser or device to see a convenient dashboard view of the surveillance system health status of every bus in your fleet.



For contractors managing multiple fleets, vMax Pulse provides health-check visibility for single or multiple fleets simultaneously.

This guide explains how to use vMax Pulse. Here is a description of the vMax Pulse features for regular users and administrators.



Login

On any device with Internet access, go to pulse.seon.com and enter your user email address and password.



Dashboard

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From the dashboard, all users can update their passwords and log out from the links beneath their ID display. The Devices and Users buttons are visible only to administrators for managing devices and users.

See [Devices, on page 5](#), and [Users, on page 6](#).

Above the dashboard, the fleet status displays, showing how many vehicles and how many have health status issues.





On the dashboard, vehicle icons display the bus name, fleet name, and when it was last in the network. Click a bus name to view the vehicle history.

The clock face icon shows when the vehicle has been out of contact with the network for over an hour.

Bus names in red show there is a health status issue on the vehicle. The red status icons are explained below.

Health Status

Red health status icons indicate that vehicles should have a surveillance system check up.

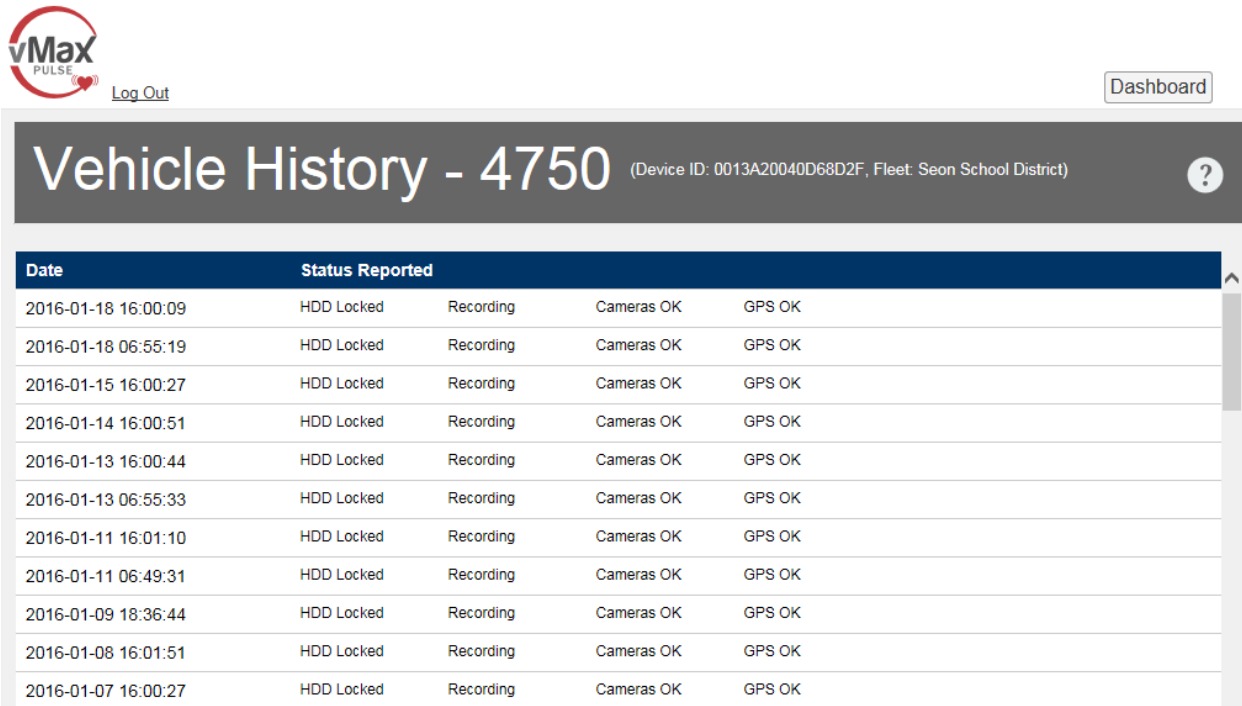
-  DVR not recording - Repeat Record setting disabled, HDD full of data. Power cable disconnected
-  HDD unlocked - someone who installed or replaced a HDD did not lock the HDD into the DVR.
-  Camera problem - video not detected by DVR
-  GPS problem - GPS sensor data not detected by DVR

Vehicle History

Click the vehicle name to open the vehicle history.

The device ID, fleet, date and time of vehicle contact, and the reported status are displayed.

Click Dashboard to exit the Vehicle History list.



vMax PULSE Log Out Dashboard

Vehicle History - 4750 (Device ID: 0013A20040D68D2F, Fleet: Seon School District)

Date	Status Reported	Recording	Cameras OK	GPS OK
2016-01-18 16:00:09	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-18 06:55:19	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-15 16:00:27	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-14 16:00:51	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-13 16:00:44	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-13 06:55:33	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-11 16:01:10	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-11 06:49:31	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-09 18:36:44	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-08 16:01:51	HDD Locked	Recording	Cameras OK	GPS OK
2016-01-07 16:00:27	HDD Locked	Recording	Cameras OK	GPS OK

vMax Pulse User Guide

Health Check Alert

Select the check box to display only vehicles with a health status issue.

The screenshot shows the vMax Pulse dashboard interface. At the top left is the vMax Pulse logo. To its right, the user is identified as 'Fleet Administrator (admin@seon.com)' with links for 'Change Password' and 'Log Out'. Below this are 'Devices' and 'Users' buttons. A status bar displays: 'Vehicles: 3', 'Not Recording: 0', 'HDD Unlocked: 0', 'Check Cameras: 2', and 'Check GPS: 0'. The main dashboard header includes the word 'Dashboard', a checked 'Health-Check Alert' checkbox, a dropdown menu set to 'Seon School District', and a help icon. Below the header are three alert cards: '3752 Seon School District 1 hours 6 minutes ago', 'J100 Seon School District 1 hours 32 minutes ago', and '1751 Seon School District 1 hours 20 minutes ago'. The footer contains the copyright notice 'Copyright © 2015, Seon Design Inc, All Rights Reserved (Rel 0.94)' and the SEON logo with the tagline 'A Safe Fleet Brand'.

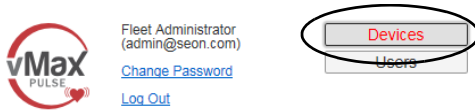
Show Fleets

Click to display all fleets available to you. Select All Fleets or the single fleet you want to display.

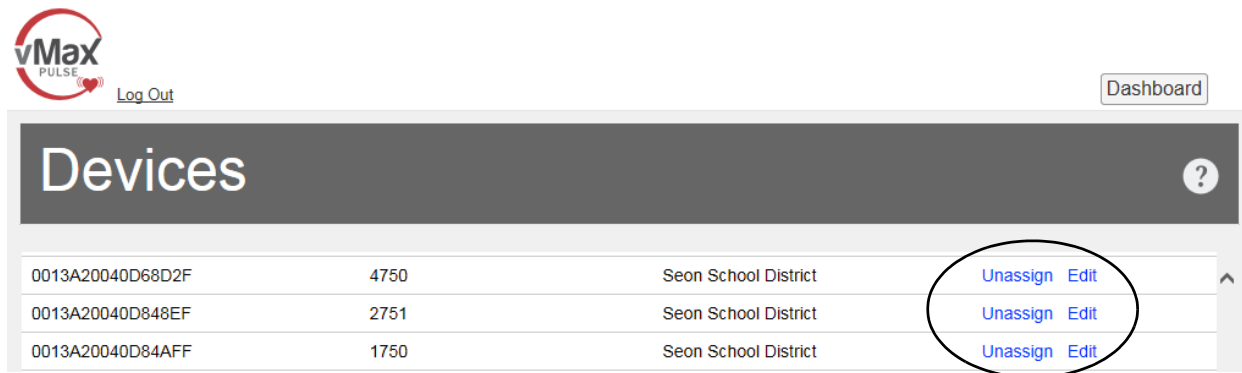
This screenshot is similar to the previous one but shows the 'Show Fleets' dropdown menu open. The menu lists three options: 'All Fleets', 'Seon School District', and 'Seon Engineering Lab'. The 'Seon School District' option is currently selected. The rest of the dashboard interface, including the user profile, status bar, and alert cards, remains the same as in the previous screenshot.

Devices

Administrators can edit devices. The devices are the Pulse sender units installed in the vehicles. They get health check updates from the Seon DVRs, cameras and GPS sensors. To see the list of devices in the fleet, click the Devices button.

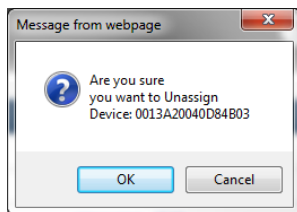


In the Devices list, administrators can unassign or edit devices.



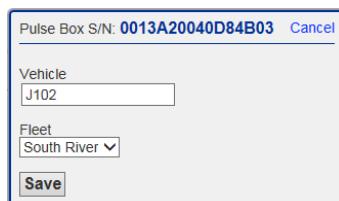
Unassign Devices

Click and select OK to unassign the device from the vehicle. The device can be moved to another vehicle and reassigned.



Edit Devices

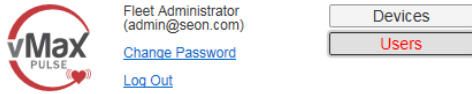
Click to edit the vehicle's name and assigned fleet. Click Save to exit.



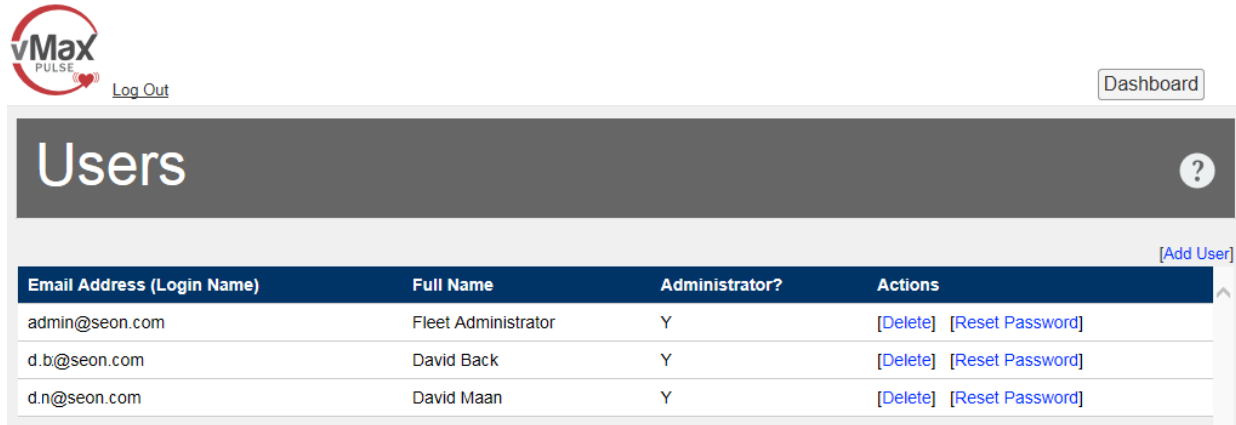
Click Dashboard to exit the Devices list.

Users

Administrators can edit users. To see the list of users who can access the vMax Pulse website, click the Users button.

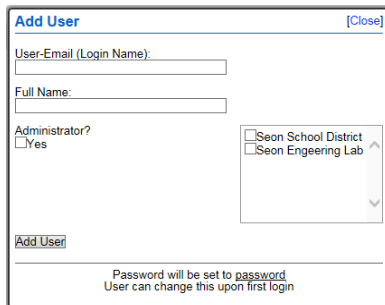


In the Users list, add and delete users, and edit user passwords.



Add User

Click Add User to create a new user profile.



Enter the user email and name information.

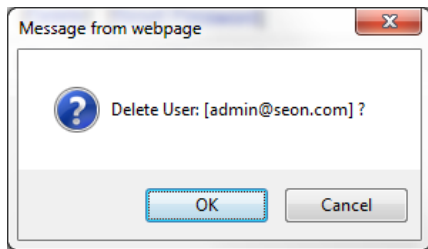
Select the fleet(s) the user can see.

Select whether or not the user will have administrator permissions.

Click Add user to save and close the window.

Delete User

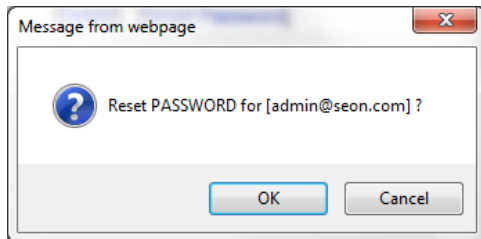
Click Delete. In the confirmation, click OK.



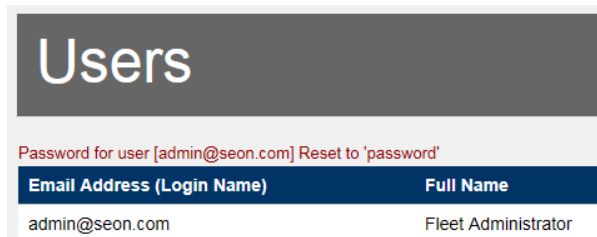
Reset User Password

To reset a lost or forgotten password to the default "password", click Reset Password.

In the confirmation, click OK.



In the users list, the password reset confirmation message appears.



Users	
Email Address (Login Name)	Full Name
Password for user [admin@seon.com] Reset to 'password'	
admin@seon.com	Fleet Administrator

Click Dashboard to exit the Devices list.

End-User License Agreement For Seon Design Inc. Software

End-User License Agreement

This End-User License Agreement (the "Agreement") is a legal agreement between you (either an individual or a single entity) and SEON DESIGN INC. ("SEON"), for the use of one or more elements of the SEON proprietary software, that accompanies this Agreement (individually or collectively referred to as the "SOFTWARE"). The SOFTWARE may also include any updates and supplements to the original SOFTWARE provided to you by SEON.

BY INSTALLING, COPYING, OR USING THE SOFTWARE YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT IF YOU DO NOT AGREE, DO NOT INSTALL, COPY, OR USE THE SOFTWARE; YOU MAY RETURN IT TO YOUR PLACE OF PURCHASE FOR A FULL REFUND, IF APPLICABLE.

This Agreement is made by and between you (the "LICENSEE") and SEON.

WHEREAS:

A. SEON has developed the SOFTWARE;

B. The LICENSEE wishes to use the SOFTWARE in accordance with the terms set forth herein;

NOW THEREFORE, in consideration of the foregoing and in consideration of the mutual promises, warranties, and covenants contained herein, the sufficiency of which is hereby acknowledged, the undersigned parties agree as follows:

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2. SEON Warranty

2.1 **Warranty.** SEON represents and warrants to the LICENSEE that for a period of ninety (90) days from the receipt of the SOFTWARE by the LICENSEE the tangible media on which the SOFTWARE is recorded will be free from defects in materials and workmanship under normal use.

2.2 **Remedies.** SEON's entire liability and the exclusive remedy of the LICENSEE for any breach of the limited warranty set out in Section 2.1 shall be replacement upon receipt by SEON of the defective media not meeting SEON's limited warranty. SEON will have no responsibility to replace media damaged by accident, abuse or misapplication.

3. Disclaimers, Warranties and Limitation of Liability

3.1 **NO WARRANTIES.** SEON DISCLAIMS ANY AND ALL WARRANTIES WITH RESPECT TO THE SOFTWARE, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY OTHER EXPRESS WARRANTIES OR SIMILAR OBLIGATIONS (IF ANY) CREATED BY ANY ADVERTISING, DOCUMENTATION, PACKAGING OR OTHER COMMUNICATIONS. THE LICENSEE ACKNOWLEDGES THAT IT HAS NOT RELIED ON ANY WARRANTY MADE BY SEON. THE SOFTWARE IS PROVIDED ON AN "AS IS WITH ALL FAULTS" BASIS WITH NO WARRANTY, EXPRESS OR IMPLIED AND SEON HAS NO OBLIGATION TO PROVIDE MAINTENANCE, SUPPORT, UPDATES, ENHANCEMENTS OR MODIFICATIONS WITH RESPECT TO THE SOFTWARE TO THE LICENSEE. THERE IS NO WARRANTY OR CONDITION OF TITLE, QUIET ENJOYMENT, QUIET POSSESSION, CORRESPONDENCE TO DESCRIPTION OR NON-INFRINGEMENT WITH REGARD TO THE SOFTWARE.

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4. No Exclusivity

4.1 **No Exclusivity.** Nothing in this Agreement nor the license of the SOFTWARE shall constitute or imply any promise to or intention to make any purchase of products or services by either party or its affiliates or any commitment by either party or its affiliates with respect to the present or future marketing of any product or service or any commitment to enter into any other business relationship.

5. Termination.

5.1 **Termination.** Without prejudice to any other rights, SEON may terminate this Agreement if the LICENSEE fails to comply with the terms and conditions of this Agreement. In such event, The LICENSEE shall destroy all copies of the SOFTWARE and all of its component parts.

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6.1 **Restricted Rights.** The SOFTWARE was developed at private expense, is commercial, and is published and copyrighted. The SOFTWARE may be transferred to the U.S. government only with the prior written consent of an officer of Licensor and solely with "Restricted Rights" as that term is defined in FAR 52.227-19(c)(2) (or DFAR 252.227-202.32 (c)(1) if the transfer is to a defence-related agency) or subsequent citation. If LICENSEE is an agency of the United States government or licensing the SOFTWARE for operation on behalf of the United States government, the SOFTWARE is licensed to LICENSEE with rights no greater than those set forth in Federal Acquisition Regulation 52.227-19(c)(2) [or DFAR 252.227-7202.32 (c)(1) if the LICENSEE is a defence-related agency] or subsequent citation.

7. LICENSEE Representations

7.1 **Binding Effect.** By accepting delivery of the SOFTWARE, copying, accessing or otherwise using the SOFTWARE, the LICENSEE represents and warrants to SEON that the LICENSEE has all requisite power and authority to enter into this Agreement and has all necessary power and authority to perform the obligations of the LICENSEE as set out herein.

8. General

8.1 **Assignment.** The LICENSEE may not assign, sublicense, transfer or encumber this Agreement without the prior written consent of SEON. Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and permitted assigns.

8.2 **Separation of Components.** The SOFTWARE is licensed as a single product. Its component parts may not be separated for use license, distribution or replacement by the LICENSEE.

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9. **Governing Law, Jurisdiction and Venue**

9.1 **Provisions Applicable to American LICENSEES.** SEON is physically located within the Province of British Columbia, Canada. For those LICENSEES whose mailing address is in the United States, this agreement shall be governed by and construed in accordance with the internal and domestic laws of the State of WASHINGTON without giving effect to the conflict of laws rules thereof. The Superior Court of Washington for Whatcom County and U.S. District Court for the Western District of Washington (“the U.S. Closed Courts”) shall have exclusive jurisdiction to hear and make any judicial determination on any issue arising with respect to this Agreement. We expressly exclude the UN Convention on Contracts for the International Sale of Goods as amended, replaced or re-enacted from time to time.

9.2 **Provisions Applicable to Other LICENSEES.** SEON is physically located within the Province of British Columbia, Canada. For those LICENSEES whose mailing address is NOT in the United States, this Agreement will be governed by and construed in accordance with the laws of the Province of British Columbia and the laws of Canada applicable therein. The parties agree that the Courts of the Province of British Columbia shall have exclusive jurisdiction to hear and make any judicial determination on any issue arising with respect to this Agreement. We expressly exclude the UN Convention on Contracts for the International Sale of Goods as amended, replaced or re-enacted from time to time. We have required that this Agreement and all documents relating thereto be drawn-up in English. NOUS avons demande que cette convention ainsi que tous les documents qui s'y rattachent soient rediges en anglais.

10. **Entire Agreement**

10.1 **Entire Agreement.** This Agreement constitutes the entire understanding between the parties hereto and supersedes all previous communications, representations and understandings, oral or written, between the parties, with respect to the subject matter of this Agreement.

Seon Design Inc.® Product Warranty

Seon Design Inc. (Seon) warrants the cameras and components listed below against defects in workmanship and materials provided that such defects appear or are discovered within the respective periods specified below and provided further that the purchaser of such products notifies Seon of such defects within thirty (30) days of the appearance or discovery of such defects:

- Three (3) years from date of purchase, parts and repair labor on all Cameras
- Three (3) years from date of purchase, parts and repair labor on the Explorer® Premier, DX, TX, EX, MX, and Trooper® TL series mobile DVR Systems
- Three (3) years from date of purchase, parts and repair labor on all storage media (including hard drives)
- One (1) year from date of purchase, parts and repair labor on the Smart Reach® Wireless systems and other Wireless products
- One (1) year from date of purchase, parts and repair labor on the VML Controller, Student Tracking RFID reader, and other vMax Live Plus hardware products
- One (1) year from date of purchase, parts and repair labor on all other products and accessories

If Seon repairs any camera or component which is out of warranty Seon warrants such repaired cameras or components against defects in workmanship and materials provided that such defects appear or are discovered within 90 days from date of shipment of such repaired camera or component to customer by Seon and provided further that the purchaser of such products notifies Seon of such defects within thirty (30) days of the appearance or discovery of such defects.

Subject to the terms and conditions listed below, during the relevant warranty period, Seon will repair, replace, or refund the purchase price for the defective product, whichever Seon considers to be appropriate in the circumstances, in Seon's sole and arbitrary opinion, free of charge, any defective products returned prepaid. In the event purchaser has a problem with any Seon product, please call and request a RETURN AUTHORIZATION (RA) NUMBER from the Service Department. Please call 877-630-7366 or (604) 941-0880 and ask for the Service Department. Be sure to have the model number, serial number and the nature of the problem available for the customer service representative. Prior authorization MUST be obtained for all returns, exchanges, or credits. ITEMS SHIPPED TO SEON WITHOUT A CLEARLY IDENTIFIED RA NUMBER MAY BE REFUSED.

Products returned will be tested to verify for possible defects. Upon verification of a defect, the product will be repaired or exchanged, or the purchase price will be refunded or credited to the customer's account, at the sole option of Seon. In the event of replacement, the returned product will be credited to the customer's account and a new invoice issued for the replacement item. Seon reserves the right to refund the purchase price or to issue a credit only in lieu of replacement. Seon may use new or refurbished replacement parts for repairing its products, at its sole and arbitrary discretion. Seon may replace an entire unit with an equivalent model, at its sole and arbitrary discretion. If a unit is exchanged, the returned product shall become the property of Seon and the exchange product becomes the property of the purchaser, and the remainder of the warranty that applied to the original unit purchased shall apply to the exchanged product. Exchange units may be new units, or units that have been repaired to full factory specifications, at Seon's discretion. If the product is found to be in good working order or its inability to function properly is not covered by this warranty, the product will be returned in the same condition as received unless repair is possible and requested by the customer. Repairs of such nature will incur a charge for parts and labor and will proceed only by agreement with the customer to accept the charge.

Advance Replacements

If there is a defect in workmanship or materials covered by this warranty in a camera, recorder or component and customer notifies Seon of such within sixty (60) days of:

- (a) the date of installation of such product if the installation of such product was done by Seon; or
- (b) if Seon did not install the product, of the date of shipment of the product to the customer by Seon,

and the customer requests advance replacement of such product by Seon, Seon will replace such product without charge in advance of return of such product by customer to Seon provided that if customer has not returned the defective product to Seon within sixty (60) days of the date of shipment by Seon of the advance replacement then Seon will invoice the customer for the purchase price of the advance replacement product including shipping costs and any taxes, duties or other charges related to the advance replacement and the customer shall pay to Seon the amount invoiced within 30 days of receipt of invoice, or if the customer has a written agreement with Seon regarding credit terms, then the customer shall pay the amount invoiced in accordance with the agreed upon credit terms.

This warranty shall not apply:

- (a) to equipment not supplied by Seon;
- (b) to computer equipment supplied by Seon (such as monitors, printers, servers and laptops) not manufactured by Seon. The customer must contact original manufacturer of such equipment for warranty terms and service;
- (c) to equipment, including, any components, which shall have been operated in excess of rated capacity, subject to negligence, accident, or damage by circumstances beyond Seon's control, or to improper installation, operation, maintenance, servicing, alterations or storage, modification without Seon's written authorization, misuse, vandalism, fire, floods or acts of nature so as, in Seon's exclusive and arbitrary judgment, to affect the same adversely;
- (d) to equipment that is installed utilizing installation products not supplied by Seon;
- (e) if the warranty seal on the DVR has been broken or tampered with;
- (f) if the serial number for the product has been altered in any way; or

vMax Pulse User Guide

- (g) if the product has been operated outside of the specified Operating Environment specified in the Seon User's Manual for such product, or
- (h) to cover any costs incurred by the customer for the removal of defective cameras or components or of non-defective cameras or components, or for the installation of repaired cameras or components or for the reinstallation of non-defective cameras or components, all of which are for the account of the customer.

Disclaimer

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES, GUARANTEES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE AND WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SEON EXPRESSLY DISCLAIMS AND EXCLUDES ANY IMPLIED WARRANTY OF MERCHANTABILITY, DURABILITY OR FITNESS FOR PURPOSE AND ANY WARRANTIES OR MODIFIED WARRANTIES ARISING FROM USAGE OF TRADE OR COURSE OF DEALING.

Any description of the goods or services, whether in writing or made orally by Seon or Seon's agents, specifications, samples, models, bulletins, drawings, diagrams, engineering sheets or similar materials used in connection with customer's order are for the sole purpose of identifying the goods and/or services and shall not be construed as an express warranty. Any suggestions by Seon or Seon's agents regarding use, applications or suitability of the goods and/or services shall not be construed as an express warranty unless confirmed to be such in writing by Seon.

Purchaser assumes full responsibility for selecting products to achieve purchaser's intended purposes, for properly installing and using those products, and for verifying the results obtained therefrom.

PURCHASER'S EXCLUSIVE REMEDY AND SEON'S ENTIRE LIABILITY ARISING FROM OR IN CONNECTION WITH PURCHASER'S USE OF THE PRODUCTS AND/OR THIS AGREEMENT SHALL BE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS, OR REFUND OR CREDIT OF THE PURCHASE PRICE OF THE PRODUCTS AS SET FORTH ABOVE. SEON SHALL NOT BE SUBJECT TO AND DISCLAIMS: (A) ANY OTHER OBLIGATIONS OR LIABILITIES ARISING OUT OF BREACH OF CONTRACT OR OF WARRANTY; (B) ANY OBLIGATIONS WHATSOEVER ARISING FROM TORT CLAIMS (INCLUDING NEGLIGENCE, AND STRICT LIABILITY) OR ARISING UNDER OTHER THEORIES OF LAW WITH RESPECT TO GOODS SOLD OR SERVICES RENDERED BY SEON, OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO; AND (C) ALL CONSEQUENTIAL, INCIDENTAL, SPECIAL AND CONTINGENT DAMAGES WHATSOEVER, EVEN IF SEON HAS BEEN SPECIFICALLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Without limiting the generality of the foregoing, Seon specifically disclaims any liability for property or personal injury damages, penalties, special or punitive damages, damages for lost profits or revenues, loss of use of goods or any associated equipment, cost of capital, cost of substitute goods, facilities or services, down-time, shut-down or slow-down costs, or for any other types of economic loss, and for claims of customer's customers or any third party for any such damages. Some jurisdictions do not allow limitation or exclusion of incidental or consequential damages, so this limitation or exclusion may not apply to purchaser. In no event shall Seon's total liability for any damages to purchaser or any other person in connection with the products or this agreement exceed the lower of the suggested list price or the actual price paid for the products, regardless of whether such liability arises from contract, tort, warranty or any other form of claim. If any provision of this agreement is found to be void, invalid, or unenforceable, that finding shall not affect the remaining provisions, all of which shall be enforced to the full extent permitted by law. If any remedy hereunder is determined to have failed of its essential purpose, the limitations of liability and exclusion of damages set forth above shall remain in full force and effect. This agreement may be modified only by a writing signed by a duly authorized representative of Seon.

Provisions Applicable to American Customers

For those customers whose mailing address is in the United States, Seon's offer and any agreement of sale resulting therefrom shall be governed by and construed in accordance with the internal and domestic laws of the State of WASHINGTON without giving effect to the conflict of laws rules thereof. The Superior Court of Washington for Whatcom County and U.S. District Court for the Western District of Washington (the "U.S. Closed Courts") shall have exclusive jurisdiction to entertain and determine all disputes and claims, whether for specific performance, injunction, declaration or otherwise arising out of or in any way connected with the construction, breach, or alleged, threatened or anticipated breach of the contract resulting from this offer and shall have jurisdiction to hear and determine all questions as to the validity, existence or enforceability thereof. Customer specifically consents to such Court's exercise of jurisdiction over it. The purchaser attorns to the exclusive jurisdictions of the jurisdiction of the U.S. Closed Courts, waives any obligation to venue in any action or proceeding regarding Seon Products and waives any objection that the U.S. Closed Courts are an inconvenient forum or do not have jurisdiction over the purchaser of Seon. The United Nations Convention On Contracts For The International Sale Of Goods shall not apply.

Provisions Applicable to Canadian Customers

For those customers whose mailing address is in Canada, Seon's offer and any agreement of sale resulting therefrom shall be governed by and construed in accordance with the internal and domestic laws of the Province of BRITISH COLUMBIA and the laws of Canada applicable therein without giving effect to the conflict of laws rules thereof. The courts of British Columbia (the "Canadian Closed Courts") shall have exclusive jurisdiction to entertain and determine all disputes and claims, whether for specific performance, injunction, declaration or otherwise arising out of or in any way connected with the construction, breach, or alleged, threatened or anticipated breach of the contract resulting from this offer and shall have jurisdiction to hear and determine all questions as to the validity, existence or enforceability thereof. The purchaser attorns to the exclusive jurisdictions of the jurisdiction of the Canadian Closed Courts, waives any obligation to venue in any action or proceeding regarding Seon Products and waives any objection that the Canadian Closed Courts are an inconvenient forum or do not have jurisdiction over the purchaser of Seon. The United Nations Convention On Contracts For The International Sale Of Goods shall not apply.

The information contained herein is subject to change without notice.

Extended Warranty for Certain Products

The following extended warranty (“Extended Warranty”) provisions apply to products (“Extended Warranty Products”) in respect of which the customer has purchased the Extended Warranty as a separate product from Seon. If any provisions of the Extended Warranty conflict or are inconsistent with the provisions of the basic warranty set forth above, the provisions of the Extended Warranty shall govern.

Seon warrants the Extended Warranty Products against defects in workmanship and materials provided that such defects appear or are discovered within the extended warranty period set forth in the applicable warranty purchased by the customer and provided further that the purchaser of such products notifies Seon of such defects within 30 days of the appearance or discovery of such defects.

Under the Extended Warranty:

- (a) Seon will provide repairs to the Extended Warranty Product at no extra charge during the Extended Warranty period;
- (b) normal wear and tear IS covered, including replacement of hard drives if necessary;
- (c) the parts and repair labor required to complete all warranted repairs are included;
- (d) Seon will arrange and pay the cost of ground freight between customer’s location and the Seon U.S.A. service facility (or such other location) as is designated by Seon in the relevant Return Material Authorization issued by Seon in respect of such Extended Warranty Product; and
- (e) Seon will pay freight, brokerage and duty costs to bring the goods to Canada, if required, in the sole and arbitrary opinion of Seon.

In addition to the telephone numbers provided above for reporting a warranty matter, purchasers of Extended Warranty products may report warranty matters by e-mail to Seon at: service@seon.com.

The purchaser reporting an Extended Warranty issue may request Seon to arrange for pick-up of the Extended Warranty Products and shall provide information as to the number of parcels and shall request a RETURN AUTHORIZATION (RA) NUMBER.

Seon will only be responsible for the cost of ground freight. Any additional costs for express modes of freight will be paid by the purchaser of the Extended Warranty Product. Advance replacements will not be provided.

A renewal or extension of the Extended Warranty is not automatic and will only be offered at the sole discretion of Seon and must be verified by Seon in writing.

Customer Service Contact Information

To contact Seon Customer Service, please call:

Toll free telephone	1-877-630-7366
Telephone	604-941-0880
Email	service@seon.com

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