

Manufacturer Suggested Retail Price



STONELOCK

January 2022

Part Number	Description	Warranty	Type	MSRP (USD)
GO	GO facial reader, wall mount, indoor. Includes connectors, mounting bracket and mounting screws. Requires PoE power.	2 Years	M	\$1,850
GO-DEMO-KIT	Demonstration kit. Includes GO facial reader with PoE injector, network cable, tripod and carrying case.	2 Years	M	\$2,500
REM	Reader Expansion Module for the GO facial reader with cabinet. Includes removable terminals and standoffs. Requires PoE+ or an external power supply.	2 Years	M	\$650
REM-PCB	Reader Expansion Module PC board only for the GO facial reader. Includes removable terminals and standoffs. Requires PoE+ or an external power supply.	2 Years	M	\$610
REM-PS	12 VDC 2 Amp Power Supply for Reader Expansion Module. Requires 16V40VA transformer and 12V 7Amp battery. Includes universal power adapter. Not required if the REM is powered by PoE+.	2 Years	O	\$145
GWY-HW	Hardware Appliance pre-loaded with Gateway Software. Includes one 3rd party integration license and updates for 1 year.	2 Years	M	\$2,500
GWY-SW	Gateway Software. Includes a 3rd party integration license and updates for 1 year.	N/A	M	\$2,500
GWY-UPG	Gateway upgrade license. Includes 1 year of additional upgrades.	N/A	M	\$1,250
SUPPORT	On-site support. One 8 hour day. Travel expenses not included.	N/A	S	\$1,500
CERT-TRN	Single participant Certification Training. Requires purchase of GO or GO-DEMO-KIT.	N/A	S	\$1,000

2-YEAR LIMITED WARRANTY

1. StoneLock warrants to the original purchaser of StoneLock ("product") that the product will be free from defects in workmanship and materials under normal use for a period of two (2) years from the date that the product is shipped to the original purchaser.
2. During the warranty period, defective product will be replaced without charge at StoneLock's sole discretion. This limited warranty covers the replacement of the defective product only.
3. This limited warranty does not apply when the product is opened, installed, or repaired by someone not authorized by StoneLock
4. This limited warranty does not cover repair or replacement of any product damaged by misuse, moisture, liquids, proximity or exposure to heat and accident, abuse, non-compliance with the instructions supplied with the product, use of the product other than for its intended purpose, neglect or misapplication.
5. This limited warranty does not cover physical damage to the surface of the product.
6. This limited warranty does not cover any damage to the unit caused by the installation of unauthorized software.
7. This limited warranty does not cover the installation, removal or maintenance of the Hardware or any costs related herewith.
8. This limited warranty gives the original purchaser specific legal rights; StoneLock makes no other additional warranty, representation, guaranty or condition of any kind, whether express, implied, statutory or otherwise.

RETURN POLICY

1. Contact StoneLock at 800-970-6168 Ext 2 or support@stonelock.com during the warranty period to explain the defect and obtain an RMA number and Return Material Authorization Form. Return the completed form to rma@stonelock.com.
2. StoneLock will send a replacement unit within 1 business day of receiving a completed Return Material Authorization Form when submitted by 3pm CST.
3. The RMA number must be visible on the outside of the return packaging and include a copy of the completed Return Material Authorization Form. Only return the defective portion and keep all associated hardware for the unit unless otherwise specified by StoneLock. User must return the questionable product within 5 business days of receipt of the replacement unit to avoid invoicing of the replacement if not covered by warranty.
4. Evaluation and disposition of the questionable unit will be reported within 30 days of StoneLock's receipt of unit.
5. User may be required to comply with other return procedures stipulated by StoneLock, if any.
6. If StoneLock determines the limited warranty period for the product has expired, we will contact the user and receive a purchase order for authorization for repair of the product, in addition to the cost of the replacement unit. Once the repair purchase order has been received, StoneLock will make the necessary repairs. Repair labor will be billed at \$200.00 per hour, in increments of 30 minutes, plus shipment costs. StoneLock will notify the User if repair would exceed the cost of the replacement unit.
7. Product Credit, less a restocking charge and any freight charges, for unused and undamaged returned units may only be issued after QA Evaluation and subsequent approval by StoneLock.