



BRG Multimedia Time Zone Display

User Guide



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

All BRG Time Zone Displays are Made in the USA.

Multimedia Time Zone Clock

The BRG Multimedia Time Zone Clock displays world times, world maps, news and other information and plays video files.

The system is comprised of four main components. These are the Moving World Map, Media Player, Message Ticker and Media Scheduler.

Moving World Map - This is the main moving world map program. It includes many configurable features, include zoom and pan, selectable maps, and selectable overlays.

Media Player - This program plays the selected or schedule video files. The files can reside in internal memory or on a USB drive plugged into the side of the clock. Various sample Earth and Space vides files are available in the folder C:\videos. Videos are played full screen by default; however, they may also be played in one of six small windows on top of the world map. The videos may be played full screen or as smaller inset videos in one of six locations on the screen.

Message Ticker - The message ticker is capable of retrieving and display information from public News and Information feeds, or display a text file located on the Media Player or on a network drive. News feeds are typically a web site the supports the RSS feed format. All you need to do is point the message ticker to one or more of these web sites. The height of the message ticker is configurable.

Media Scheduler - This program controls various aspects of the system, including scheduled video file play. When a video is scheduled to play, the message ticker is disabled before playing the video. Once the video is completed playing, the message ticker is restored.

Remote Access

The display many be accessed and controlled remotely. This useful for technical support and for operating remotely. First, reduce the world map size by entering CTL-L on the keyboard. Next, click on the Remote Access icon on the Windows desktop. Run the program when prompted. A user ID and password will be displayed. On the remote computer, go to the web site dwservice.net and enter the user ID and password to access media display.

Radios or No Radios.

The Multimedia Display is available without Wi-Fi and Bluetooth radios for secure locations. If the model has Wi-Fi, then a wireless keyboard with touchpad will be included. If the model does not have radios, then a USB keyboard with touchpad will be included. Plug this keyboard into the USB jack on the side of the display.

Moving World Map Operating Instructions

Special Map Commands

1. CTL-L – Toggles between Full Screen and Window Modes
2. CTL-T – Save a Screenshot
3. (+) - Zoom In
4. (-) – Zoom Out
5. After zooming in, hold down the left mouse button to pan the map
6. Mouse Thumbwheel – Zoom IN and Out
7. Moving mouse cursor to the top of the screen while in full screen mode will display the configuration bar.
8. Moving the mouse cursor while in full screen mode will display an “X” at the top of the screen. Clicking on this indicator will change from Full Screen to Window Mode.
9. When using the mouse wheel to zoom, press and hold the Shift key cause a faster zoom change.

Hovering the mouse cursor over a button will popup help text



How to ...

Connect the Media Player Time Zone Display to a Computer Network – If the bottom message ticker is displayed then, using a keyboard with touchpad, close down or minimize the message ticker. Left click on the down arrow or “X” close buttons located at the right end of the ticker. Next, left click anywhere on the world map, then press CTL-L to reduce the map size. Move the mouse arrow to the bottom of the screen to popup the Windows task bar. At this point, use normal Windows tasks to configure The Wi-Fi or hardware network connections. You can enter “Network Connections” in the search box to locate the network configuration screen.

Zoom and Pan to Areas of Interest on the Map – If the wireless keyboard is available, first turn on the power switch on the side of the keyboard. Then press and hold the button that represents the left button on a mouse. Next slide a finger over the slider located on the touchpad. Alternatively, use the plus (+) and minus (-) keys to zoom in and out.

Once zoomed into an area press and hold the left button again. Next, use another finger on the open area of the touchpad to reposition the map to the desired location. When through using the wireless mini-keyboard, turn it off using the switch on the side of the keyboard.

The map will remain at the selected zoom and pan location through power cycles.

Turn Nighttime Shading On and Off – There may be times when it’s advantageous to disable the nighttime shading feature, such as when zooming in and panning to other areas of the globe. Move the mouse cursor to the top of the screen until the configuration bar displays. Click the “Greyline” tab. Click on the “Show” button to toggle shading on and off.

Display a Digital Clock on the Map – Move the mouse cursor to the top of the screen until the configuration bar displays. Click on the Clock tab to make changes to the clock display. Changes include type font and style, size, screen location, local or UTC time, offset from UTC time, date, displays seconds or not, and more. Click the Show button to display or remove the clock(s).

Display Sunrise and Sunset Times for the Home location - Move the mouse cursor to the top of the screen until the configuration bar displays. Click on the Sunrise tab. Click the Show button to display or remove the Sunrise/Sunset times.

Define Home Location - Move the mouse cursor to the top of the screen until the configuration bar displays. Click on the Stations tab. The home location is used to center the map. In the Home section, click on Configure, then click on Configure. Click on Lat/Long. Enter the Lat/Long values for your home location. There is a link next to these value fields that will take you to Google Maps. Once there, move to your home location on the map and click on it. Google Maps will display the Lat/Long values for this location. Enter the proper directions and values. Don’t use negative values. Don’t change the Locator value. Enter the home location name and set the desired time zone for his location. Click the OK button.

Display Custom Points of Interest Labels - Move the mouse cursor to the top of the screen until the configuration bar displays. Click on the Stations tab. In the Manage section, click on Definitions. The table is already configured with points of interest examples. To delete an existing point of interest from the table, first click on the desired item, then click on the delete button. To add a point of interest label, click on the Add button. Enter the Lat/Long values for point of interest location. There is a link next to these value fields that will take you to Google Maps. Once there, move to the point of interest location on the map and click on it. Google Maps will display the Lat/Long values for this location. Enter the proper directions and values. Don’t use negative values and don’t change the Locator value. Enter the point of interest name location name and set the desired time zone for his location. Click the OK button. In the Show section of the configuration bar, click on the Stations button to toggle the display of the points of interest. In the Show section, you can also configure various details to be included with the points of interest labels. The size of the labels is controlled by the font size in the Manage section. Clicking the green pin heads on the configuration bar centers the map on the selected point of interest.

Change the message ticker default content – Change the message ticker – by default, the message ticker displays the contents of a text file. To change the message, left click on the ticker message. Notepad will popup displaying the contents of the current message file. Change as needed and save the file by typing CTL-S. Close the text editor by left clicking on the “X” in the upper right corner. Refresh the message ticker by hovering the mouse pointer over the message ticker, then press function key F5

Display News or other information on the message ticker – The message ticker is capable of retrieving and display information from public News and Information feeds. These feeds are typically a web site the

supports the RSS feed format. All you need to do is point the message ticker to one or more of these web sites. Feed can be found by searching the web for categories of feeds such as “news RSS feeds” or “weather RSS feeds” or “science RSS feeds” Once an RSS feed is selected, copy the URL from the browser and enter it into the message ticker by left clicking on the three lines at the left end of the message ticker. Next, click on File, then Manage Feeds. Paste the URL copied to the URL line in the Desktop Ticker configuration screen. Click the “Add” button. The URL will be added to the list. Click on one or more check boxes next to the URL’s for the feed you want to display. Click the OK button to save and exit the configuration window.

Remove the message ticker – First left mouse click on the “x” on the right end of the ticker. Then left click on the map. Next, type CTL-L to reduce the map window size of the map. Find the Media Play Schedule Editor. On the bottom of the window, change the Number of Tickers to 0 and press enter. Left click on the map window, then press CTL-L to change the map to full screen.

Stop Scheduled Video Play and return to the World Map – Type CTL-L to reduce the map window size of the map. Find the Media Play Schedule Editor. You may need to move the map to the side of the screen to find the Media Play Schedule Editor. To stop schedule video play, uncheck the “Enable Scheduler” check box. Leave the schedule window open as this program is also used to synchronized time between the LED time zone clock and the Media Player. Click on the map and type CTL-L to return to full screen mode.

Naming Videos – The file name structure for video files is NNN.HHMMSSDDD...DDD.MP4 where NNN is the fixed length file number from 001 to 999, a period (.) separates the file number and the play length, HHMMSS is the optional video play length in hours, minutes and seconds, DDD...DDD is the optional variable length description. MP4 is the video type. Various other video types are acceptable. The minimum required file length is NNN.MP4 where NNN is the file number.

Play videos located on a USB drive plugged into the jack on the side of the clock – When a USB drive is plugged into the side of the clock, it will normally be assigned to drive D. The path will need to be changed in the Media Play Schedule Editor. Reduce the map size by typing CTL-L and locating the Media Play Schedule Editor. Change the video file path on the lower left area of the editor screen.

To play a video either at a scheduled item or immediately, it must first be entered into the schedule. Click on the “Create New Alarm Record” button. Then enter the three digit file number (001-999) into file name area at the center of the screen, then press Enter. At this point, you can play the video immediately by clicking on the “Play Selected Item” button. Pressing “q” while the video is playing will stop video play and return to the schedule screen.

There are a few ways the video can be scheduled to play. To play at a specific time, select “Play once at the scheduled time” from the Play Function drop down list. Then enter a time to play. The video will play every day at the specified time, unless some days are omitted using the day selection buttons and check boxes. To play the same video multiple times, simply add more play schedules with different play times.

If you have 10 videos you want play at one specified time, you can name them as a sequence of file number such as 050 to 059. In the file name area of the schedule entry, use 050TO059 for the file name, then press

Enter. Text after the eight digit file number range is ignored. When it's time to play, the videos will play one at a time, in sequence. When the sequence concludes it will start over with the sequence.

There are also periodic play functions that will play videos throughout the day without the need to enter a play time. Using the functions with one or more schedule entries allows periodic play every 5, 10, 15, 20, 30 or 60 minutes. Combine this with the play range feature to have a different file play each time a video plays.

By default, videos play full screen. However if a two digit screen location identifier is included after the schedule file number, then the video will be placed on top of the world map in a small window at the location specified by the two digit identifier. Valid play window locations are Upper Left (UL), Upper Center (UC), Upper Right (UR), Lower Left (LL), Lower Center (LC) and Lower Right (LR).

Enable/Disable Scheduled Media Player Power Down – To extend the life of the Media Player display, the Media Player is configured to power off Monday through Friday at 10:00 pm and 6:00 pm on weekends. It will power on every day at 6:00 am. To edit the power down times or days, access the Media Play Schedule Editor. Reduce the map size by typing CTL-L and locate the Media Play Schedule Editor. Search the schedule list for "POWEROFF" or "POWERDOWN". By default, there is one entry for week days and one for weekends. You can edit the power down times or days. To stop the power down and display the map continuously, delete the "POWEROFF" schedule entries. The power on time is controlled by a setting in the system bios which is set to 6:00 am by default. This can be changed by editing the appropriate entry in the system bios. To return to normal operation, click on the map and press CTL-L.

Change time synchronization from the clock's oven controlled oscillator (OCXO) to network time protocol (NTP) - By default, the time zone clock OCXO maintains time for the entire display. However, the display can be reconfigured to use network time (NTP). In the time zone clock, set mode 32-12=0. In the media scheduler program, uncheck "Set Media Player Time from Clock", and check "Send UTC Time to Clock Once a Minute"

Access and Control the Display from a Remote Computer - The display may be remotely accessed and controlled for technical support purposes for simply controlling the display remotely. To enable remote access, first left click on the map, then press CTL-L to reduce the map size. Double click the Remote Access icon on the desktop. This program will produce a user ID and password. On the remote PC, using a browser, go to the web site dwservice.net. Enter the user ID and password provided. The media play screen will then display on the remote computer.

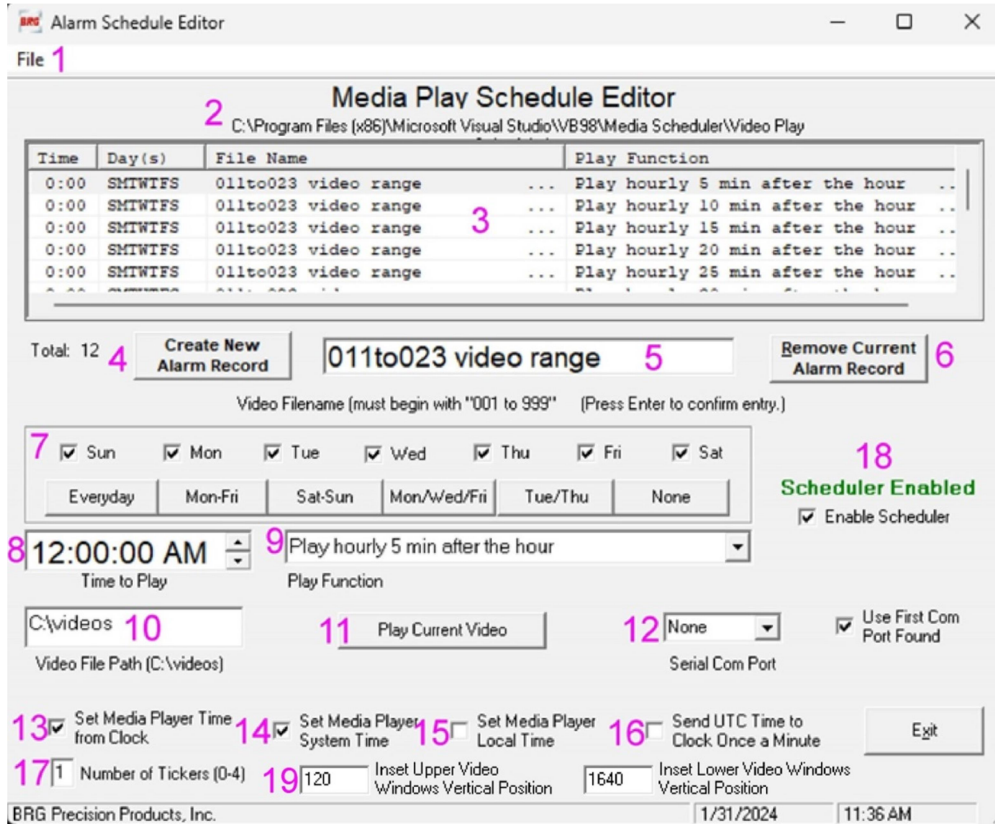
Display Video in a Small Screen on top of the World Map – the media player supports picture-in-picture mode. Videos may be scheduled to play on a small screen in up to six different locations on the screen, Upper Left (UL), Upper Center (UC), Upper Right (UR), Lower Left (LL), Lower Center (LC) and Lower Right (LR). By default, videos play full screen. However if a two digit screen location identifier is included after the schedule file number, then the video will be placed on top of the world map in a small window at the location specified by the two digit identifier. For example, a schedule file name entry of 035LL will place video 35 on top of the world map in a small window in the lower left area of the screen.

A schedule file name of 011to200UC will play one file from a sequence of file names 11 through 200 at the specified time and placed on top of the word map in a small window located at the top center of the screen. When the scheduled play time is activated, a different video will play from the specified sequence.

The two digit screen location designator may optionally be followed by a single digit magnification designator 0 through 9. For each step of magnification the window size will be increases 100 pixels, with 0 being no magnification and 9 being 900 pixels magnification. Example, a schedule entry of 011to100LL5 will cycle through a range of videos, playing one video per schedule instance, with file names 11 to 100. The video will display in the lower left (LL) corner of the screen, and will be 500 pixels large that the default video size,

If a full screen video and a windowed video are scheduled to play at the same time, the windowed video will be placed on top of the full screen video (picture-in-picture).

Media Play Scheduler

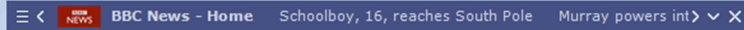


This program should always be running.

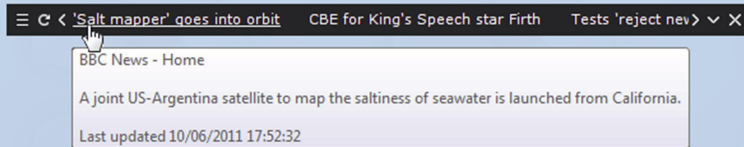
1. Schedule files can be saved and reopened.
2. Current file name loaded
3. Play schedule entries and power down commands
4. Create a new schedule record
5. File number or range of numbers (001TO999)
6. Remove the current schedule record
7. Day(s) of the week to play
8. Time of day to play
9. Play functions
10. Folder where video files are located. Change this path to D:\videos if a USB drive is used.
11. Play the selected file immediately
12. Serial com port
13. Check when sending time from the time zone clock to the media display
14. Check when sending UTC time to the media display
15. Check when sending local time to the media display
16. Check when sending UTC time from the media display to the time zone clock
17. Enter the number of message tickers that will be used. Enter 0 if no tickers will be used.
18. Enable the video paly scheduler by checking the box. Uncheck to disable the scheduler
19. If the height of the message tickers are changed from the default, then the inset video vertical position may need to be adjusted.

About Desktop Ticker

Desktop Ticker is a free RSS and Atom web feed aggregator application that allows you to keep an eye on the latest news from your favourite websites whilst you work on your computer. Once feeds have been added, the article titles scroll horizontally across the screen. Article summaries are displayed when the mouse cursor is placed over an article title, and the full article can be opened in a web browser by clicking on the article title. The RSS feeds are automatically downloaded after the specified interval to show updated content.



Options include specifying whether all articles are displayed from the RSS feed or just articles created within a set time period, colour coding articles based on their age, and adjusting the scroll speed.



Compatible with RSS feeds provided by news sites such as BBC News and CNN, and many other sites including Gmail, Facebook and Flickr. Also compatible with software such as Bugzilla and Jenkins continuous integration server. Click [here](#) to learn about RSS feeds.

For information about using Desktop Ticker, click [here](#) to read the user guide.

For information about deploying Desktop Ticker on a Windows corporate network, read the deployment guide [here](#).

Desktop Ticker User Guide

This page describes how to use the basic functions of Desktop Ticker. For details of the customisation options, click [here](#).

To resize the ticker

Place the cursor over the side of the ticker and hold down the left mouse button. The text size can be changed using the Options window.



To move the ticker

Place the cursor over the top or bottom border of the ticker and hold down the left mouse button.



To access the menu

Click the menu button on the left of the ticker.



To close the ticker

Click the close button on the right of the ticker.



To minimise the ticker

Click the minimise button on the right of the ticker.



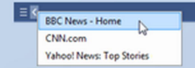
To manually scroll the articles

Click the scroll buttons on either side of the ticker.



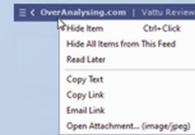
To jump to a particular feed

Right click either scroll button to display the list of feeds together with the number of new items and the total number of items. Click on a feed to jump to it.



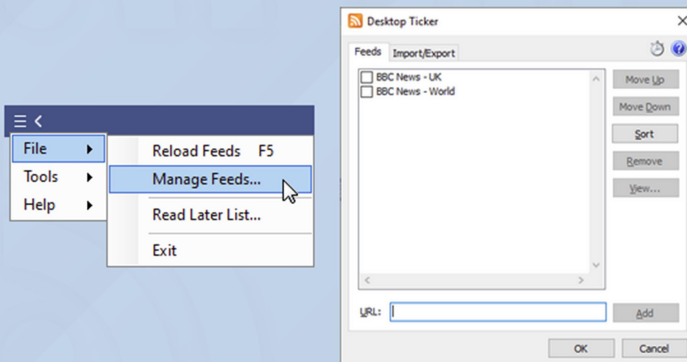
Feed Item Options

Right click on a feed item to display options for that item.

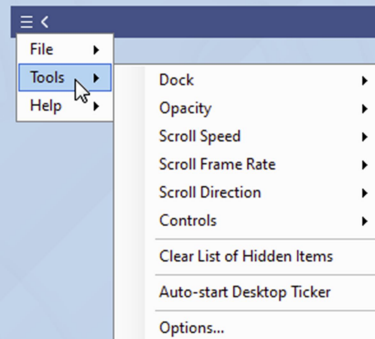


To add and remove RSS feeds

Click the menu button and select File, Manage Feeds. To add a new feed, enter the address of an RSS feed or web page associated with an RSS feed into the URL box and click the Add button. To remove a feed, select it from the list and click the Remove button. Items from unticked feeds will not be displayed in the ticker. The list can be reordered using the Move Up and Move Down buttons. Click [here](#) to learn about locating and using RSS feeds.



Customisation options are accessed using the Tools menu.



Dock

The dock options allow you to pin the ticker to the top or bottom of the screen. Once docked, dragging the ticker away from the dock position will undock it.

The float option on the dock menu determines whether the ticker will float above other windows, or will reserve its own space in a similar fashion to the task bar.

Opacity

The opacity options provide a way to reduce the visual impact of the ticker. The smaller the value, the more transparent the ticker is.

Scroll Speed

The speed that the text scrolls through the ticker is set using this menu. The speed can also be altered by pressing the keys Ctrl F or Ctrl S.

Scroll Frame Rate

The scroll frame rate determines how often the ticker display is updated. More often (60 Hz) gives a smoother appearance, less often (30 Hz) may provide better performance on slower computers.

Scroll Direction

This option determines the direction that the ticker scrolls, from right to left or left to right.

Controls

The Controls menu contains options to select which buttons are displayed in the ticker. The selectable buttons are:

Reload feeds: allows feeds to be reloaded on demand

Read later: opens the list of saved items to read later

Scroll feeds: allows the ticker to be scrolled in either direction at high speed

Skip feed: used to move the ticker to the next feed

Minimise: minimises the application window

Close: closes the application

Clear List of Hidden Items

This option will clear the list of items that have been hidden, causing them to reappear.

Auto-start Desktop Ticker (new v1.14)

When enabled, Desktop Ticker will start automatically when the user logs onto the computer.

Options

This option opens a window containing further configuration options. Information about these options is on the next page.

General Options

Click the menu button and select Tools, Options.

Always on top

Specifies whether the ticker stays on top of other applications.

Hide behind full screen applications

Specifies whether the ticker hides behind full screen applications when set to always on top.

Show taskbar icon

Specifies when the application is displayed in the Windows taskbar.

Flash taskbar when new item downloaded

Specifies whether the taskbar button flashes when a new item is downloaded.

Show notification icon

Specifies when the application is displayed in the Windows notification area.

Show notification balloon when new item downloaded

Specifies whether a notification message is displayed when a new item is downloaded.

New Item Sound

New Item Sound allows you to select a sound that is played when a feed is updated. The options in the list correspond to the sound settings in the Windows Control Panel. Custom allows you to select a WAV file to play, which can be up to 10 seconds long.

Read later button function

Controls what happens when the read later button is clicked: open the newest item, open the oldest item, or show the list of items.

Mouse wheel scroll speed

Specifies how far the ticker should scroll when the mouse wheel is moved. Note that on versions of Windows earlier than Windows 10, Desktop Ticker must be active window for the mouse wheel to have effect. More information [here](#).

Branding type (new v1.14)

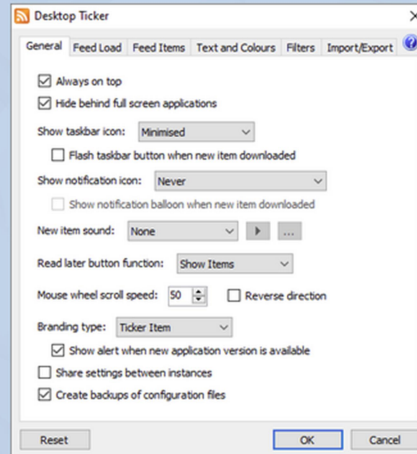
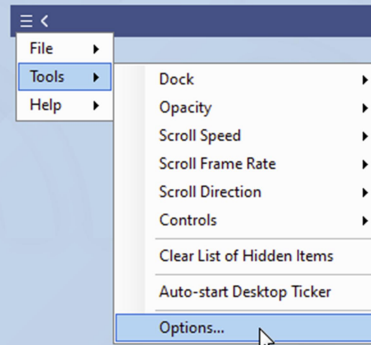
Option to display a splash screen when the application starts, or an item in the ticker showing the application name.

Share settings between instances

Specifies whether multiple instances of the application share the same settings, or have their own settings.

Create backups of configuration files (new v1.14)

Specifies whether to periodically create backup copies of the configuration files.



Feed Load

Reload feeds

Specifies how often the RSS feeds are reloaded to get the latest content.

Show

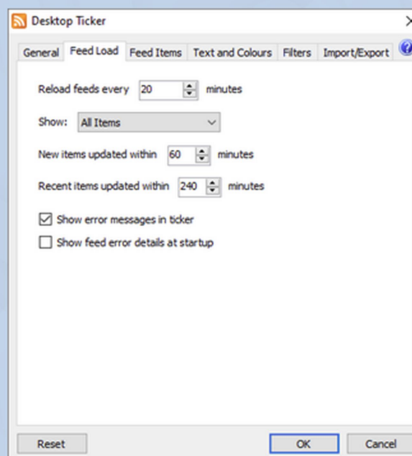
Specifies whether to show only items that have been published within a certain amount of time.

Show error messages in ticker

Specifies whether details of errors loading feeds are shown in the ticker. If unticked, errors will only be shown when leaving the Manage Feeds window.

Show feed error details at startup

Specifies whether details of errors loading feeds are shown when the application is started.



Feed Items

Feed titles

Specifies whether to display the feed title as text, image, or both. If Image is selected and a feed does not have an image, the text is displayed instead.

Feed items

Specifies whether to display the feed items as text or text and image.

Image style

Specifies whether the feed images should be displayed as an icon next to the text or as a background behind the text. If background is selected, the opacity of the image can be specified.

Play animations

Specifies whether animated GIF images should animate.

Show tooltips

Specifies whether a summary tooltip is displayed when the mouse cursor is over a feed item.

Item order

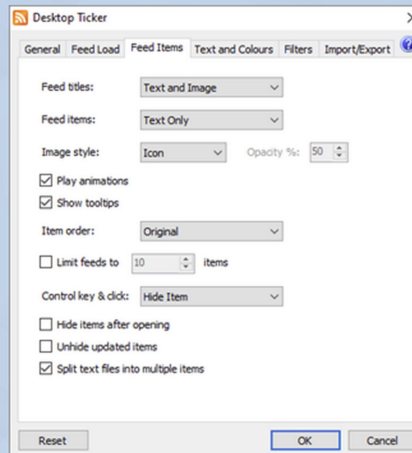
Specifies the order that the items are displayed in for each feed.

Limit feed items

Specifies the maximum number of items that are displayed for each feed.

Control key & click

Controls what happens when the left mouse button is clicked over a feed item when the control key is pressed.



Hide items after opening

Specifies whether items should be hidden from the ticker after being opened.

Unhide updated items

Specifies whether items that have been hidden should be unhidden when the article is updated.

Split text files into multiple items

Specifies whether to display the first line only or an item for each line when displaying a text file.

Text and Colours

Colour scheme

Colour scheme allows you to select one of three appearances for the ticker, Windows which uses the current Windows settings, black, or custom where you can choose your own colours.

New item colour

Specifies the colour of newly published items.

Recent item colour

Specifies the colour of recently published items.

Text Outline

Specifies whether to outline the text in the ticker and what colour.

Font

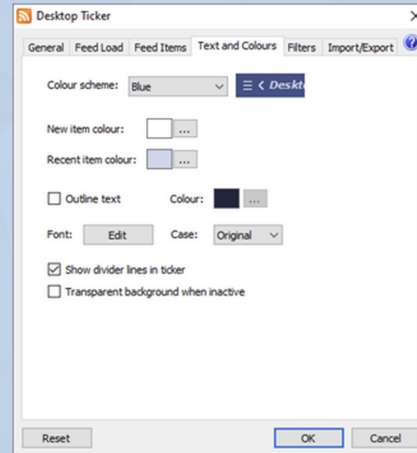
Click to change the type and size of the font used for the text in the ticker.

Show divider lines

Specifies whether vertical lines are shown between feed items in the ticker.

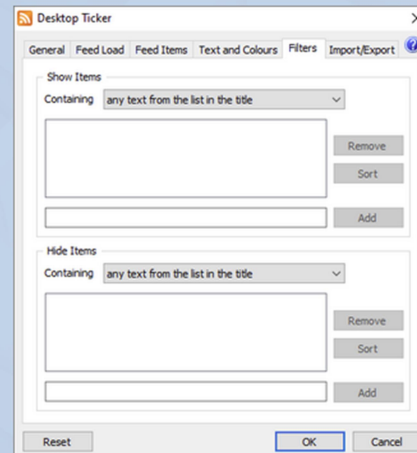
Transparent background when inactive (new v1.14)

When checked, the ticker background becomes transparent when the window is not active and the mouse cursor is not over it.



Filters (new v1.14)

The filters page contains two lists, one of words or phrases that feed items must contain to be displayed, and one of words or phrases that cause feed items to be hidden. If both lists contain entries, the hide list takes priority.



Import/Export

Import

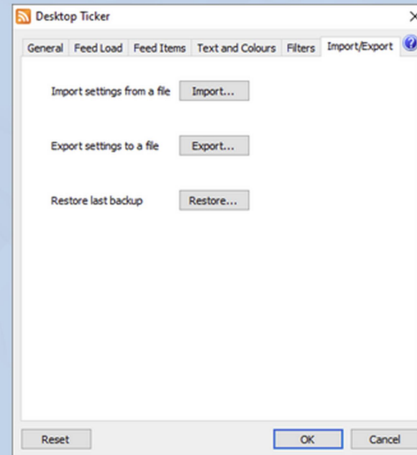
Import the settings from a save settings file.

Export

Export the settings to a settings file.

Restore (new v1.14)

Restore settings from the backup file. The confirmation window will display the time the backup file was created.

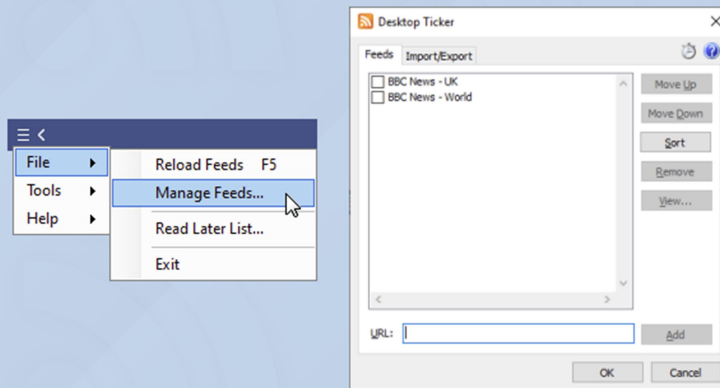


About RSS Feeds


RSS feeds provide a way for people to be notified when new content is published on web sites they are interested in. Many websites that are frequently updated display links to the RSS feeds that they provide, which can be entered into aggregator applications such as Desktop Ticker. The aggregator will display the contents of the RSS feed, and will periodically check for updates so the user can see summaries of the new content without having to visit the site.

Subscribing to an RSS Feed

To subscribe to an RSS feed using Desktop Ticker, copy the feed URL from the address bar in your web browser, then select Manage Feeds from the File menu in Desktop Ticker and paste the address into the URL box, then click Add.



Discovering RSS Feeds

Websites often display an orange icon to show when feeds are available such as , **RSS** or **XML**. To view the feed, click the icon or associated link.

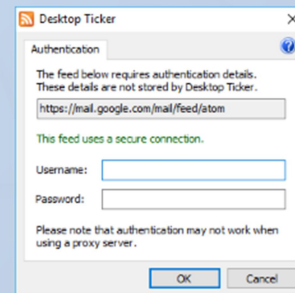
Alternatively, you can add the URL of a web page on the Manage Feeds window and Desktop Ticker will search the page for RSS feeds. If a feed is found it will be added to the list. If multiple feeds are found then you will be given the option to choose which to add. If no feeds are found then an error message is displayed.

A list of BBC news feeds can be found [here](#).

Secure Feeds

Some web feeds such as Google Mail require authentication details, and Desktop Ticker will ask for these details when such a feed is added.

For security reasons the details are not stored when the application is closed, so you will need to re-enter the details each time Desktop Ticker is started.



Other Sources

In addition to RSS feeds, Desktop Ticker can also display image and text files. These can be added using the Manage Feeds window as with RSS feeds.

When displaying a text file, Desktop Ticker can either display the first line from the file as a single item, or each line from the file. This is controlled on the Options window.

To add a file or feed from a file location instead of a web server, add the file name and path using the file:// protocol, for example file:///C:/folder/file.xml.

FAQ

How to install the .NET Framework on Windows

Compatible versions of the .NET Framework are installed by default on Windows Vista, 7, 8, and 10. For earlier versions of Windows, it can be downloaded from the Microsoft website [here](#).

How to install Mono on Linux

Mono can be downloaded from the Mono website [here](#). Note that the mono-complete package is required.

What happened to the stock price feature?

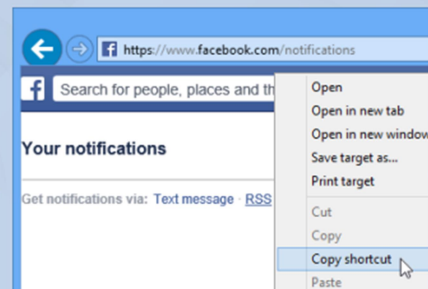
This feature was removed due to the service that provided the prices shutting down.

The mouse wheel scrolling only works when Desktop Ticker is the active window

In versions of Windows earlier than Windows 10, the mouse wheel scroll messages are only sent to the active window. In Windows 10 the messages are sent to the window under the cursor. More information

How can I see my Facebook notifications in the ticker?

Facebook provides an RSS feed of your notifications. On your notifications page (www.facebook.com/notifications) there is an RSS link. Copy the URL and add it to Desktop Ticker in the Manage Feeds window.



How can I see my Gmail messages in the ticker?

Add the URL <https://mail.google.com/mail/feed/atom> in the Manage Feeds window. Your username and password will be requested the first time the feed is loaded.

Desktop Ticker installed junk on my computer!

The downloads available on this website do not install other applications or adverts. Some websites provide installers that bundle other software, if you have been affected by this please contact the website that you downloaded the installer from.

Media Player

Video file names use the following format:

NNN.HHMMSSDDD...DDD.MP4

Where:

NNN = file number 001 to 999

HH = play length hours

MM = play length minutes

SS = play length seconds

DDD = Description

MP4 = video file type

While videos are playing, pressing the right arrow key will step forward in the video. Multiple press can be used to end the video.

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.

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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# xxxxxxxx (where xxxxxxxx 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 at a 25% restocking charge 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.

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