



## WARRANTY/ REPAIR/TRADE-IN POLICY

### GENERAL INFORMATION

#### ***Return Authorization (CRN)***

All equipment sent to Protel® for repair or evaluation requires prior authorization. A return authorization number (CRN) should be obtained from Customer Service by calling 1-800-925-8882, prior to shipping equipment to Protel®. The return authorization number must be written on the outside of each box/carton being sent to us.

Ship all repair product to the following address:

When shipping with U.S. Mail, Fed-X, UPS, DHL etc.:  
Protel®, Inc.  
Repair Department  
4075 Airpark Drive  
Lakeland, FL 33811

#### ***Batteries***

Any Protel® product designed to function with a NiCad and/or lithium battery must be returned for repair with the Protel® batteries intact. **Failure to return the product with a Protel® authorized battery(ies) may result in the replacement of the battery(ies) and invoicing the customer at the prevailing retail battery price in effect at the time of return.**

The warranty on any In Warranty product returned for repair with an unauthorized, non-Protel battery will be voided. The battery will be replaced, and the customer will be charged for the repair of the product.

<b>CHARGES</b>	
<b>Flat Rate</b>	Protel® repairs out of warranty product on a flat rate per item schedule. These prices are identified at the end of this Repair Policy.
<b>Repair Charges</b>	
<b>No Problem Found (NPF)</b>	When no problem is found, a fee will be assessed for processing, evaluation, and testing.
<b>Low Battery Voltage (LBV)</b>	If a board is received with batteries that measure less than the rated voltage and no other problem is found a low battery fee will be assessed. The board will be tested and returned with fully charged batteries.
<b>Evaluation (EF)</b>	If requested, Protel® will evaluate boards and report a status to customer prior to repair. If the customer elects to have Protel® proceed with a repair, the evaluation fee will be waived, and the normal repair charge will apply. If the customer elects to have the unit returned without repairing, the evaluation fee will stand. The Evaluation Fee can be found in the pricing section of this document.
<b>Unauthorized Firmware</b>	If a board is received, that does not display the original Protel® copyright on the firmware label, it may either be replaced with authentic Protel® copyright firmware and a charge will be assessed for each chip replaced, or Protel may choose to hold this board pending further investigation into the unauthorized duplication of propriety firmware.
<b>Freight</b>	Protel® pays outgoing freight charges (ground only) on <b>“in warranty”</b> product. Outgoing freight charges are the responsibility of the customer on all <b>“out of warranty”</b> repairs. All incoming freight charges are the responsibility of the customer. <b>Protel® does not pay airfreight charges.</b>
<b>Advance Replacement (Out of Box Failure)</b>	<p>Protel will do an advanced replacement for defective out-of-box failures. The replacement product will be invoiced in accordance with Protel® standard conditions of sale and Protel will be responsible for freight charges. The returned defective component must be received by Protel® within 15 days of the advance replacement being shipped, and when inspected and found to be defective, credit will be issued to the customer for the cost of the component.</p> <p>If no failure is found with the original unit, if a void warranty is applicable as described in the “void warranty” section of this policy, or the unit is returned outside the 15-day window, <b>the credit offer will be withdrawn</b>, and customer will be notified. Customer will be obligated for both the returned unit and the replacement. Protel® will assume no responsibility for full or partial credit. Customer will also be invoiced for all freight charges incurred.</p>

<b>WARRANTY INFORMATION</b>	
<b>Non-Transferable Warranty</b>	New Product Warranty is extended <b>ONLY</b> to the original purchaser.
<b>Warranty Start Date</b>	The warranty begins from the date of shipment.
<b>In Warranty Product</b>	When, “ <i>in warranty</i> ”, product is returned to Protel® for repair, the product will be repaired at no charge with the balance of the original Manufacture Warranty still in place. <i>(Missing parts are not covered under warranty and additional charges may apply)</i>
<b>Out of Warranty Product</b>	Repaired or replaced products not covered under the Manufacture Warranty will be warranted for the actual repaired/replaced part(s) to be free of material and workmanship defects for a period of 90 days from the repair ship date. Only the repaired item is covered under this warranty.
<b>Void Warranty</b>	A warranty may be voided if any of the following should occur: physical damage, excessive dirt and debris, fire, flood, improper packaging/handling, unauthorized repair or upgrade modifications, use of non- Protel® authorized components, including non-Protel® batteries, removal of serial number or manufacturer date label.
<b>NON-REPAIRABLE PRODUCT</b>	
<b>Non-Repairable (NR)</b>	<p>When a non-warranty product is determined to be non-repairable, there is a fee for evaluation, testing, and processing. Customer may elect one of the following options for a non-repairable product:</p> <ol style="list-style-type: none"> <li>1. Product is returned to the customer. NR and shipping fees apply.</li> <li>2. Product to be destroyed by Protel®. NR fee applies.</li> <li>3. 5% trade-in discount from customer’s current price level towards a replacement product. <i>(NR fee will be waived if trade in option is selected.)</i></li> </ol> <p>Every effort will be made by Customer Service to contact the customer for disposition. If there is no response from the customer within 5 days of contact, the board will be returned to the customer and NR and shipping charges assessed.</p>
<b>OEM PRODUCT</b>	
<b>Original Equipment Manufacturer</b>	Protel cannot repair equipment supplied by other manufacturers. For components or products designated as OEM, repairs must be facilitated by the original manufacturer of that product.
<b>BOARD UPDATES</b>	
<b>In Warranty</b>	Electronic boards returned for repair during the Manufacture Warranty will receive updates to comply with Engineering Change Orders (ECO) which will not affect its form, fit, or function. The customer requested modifications, if approved by Engineering, will be installed at an additional cost to the customer. Cost would be determined by Repair at the time of request.

<b>Out of Warranty</b>	Product returned for repair will receive an Engineering Change Order (ECO) if Protel® Engineering has determined the ECO should be installed beyond the Manufacture Warranty period.
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## REPAIR CHARGES

### MONITORING PRODUCTS

Major Components		
ASY0000400 – AVW400 Controller/Modem Combo		\$ 140.00 14 Months to 24 months.
Cleaning Fee of US \$ 20.00 will be charged for any board that is returned with excessive dirt, dust or grime. (Not Enforced with Trade-In)		\$ 195.00 25 Months to 48 Months
Controller Trade-In Program:		\$ 225.00 49 Months to 60 months
Age	Discount	Description
0-13 Months	NA	Repair or Replace, No Charge.
14-24 Months	\$60.00	Applied to purchase of new unit.
25-48 Month	\$45.00	Applied to purchase of new unit.
49 Months +	\$35.00	Applied to purchase of new unit.
α Customer will be informed of the activation date of controller. Customer can decide to repair or Trade-In at that time.		Units older than 60 months are Trade-In Only
α Products older than Forty Eight (48) Months are not recommended for repair. Repair will be done at customers' discretion.		
α Any Trade-In Unit receives the same ninety (90) day warranty as repaired product.		
ASYPWD0360 – Assy, PCB Cell Module		Repair or Replace 13-60 months \$ 75.00
α After 60 months Replace at customers current Price.		
ASYPWB0290 – Assy, PCB 0290B AVW Relay		Repair or Replace 13-60 months \$ 19.50
α After 60 months Replace at customers current Price.		
Compressor- Protel (Customer can purchase Rebuild Kit)		Replace Only

ASYPWB, C,D,E, F0349 – Protel AVW Card Reader Board  $\alpha$ After 60 months Replace at customers current Price.	Repair or Replace 13-60 months \$ 60.00
HDS0000773- EMV Card Reader in warranty  HDS0000773- EMV Reader- Out of Warranty (13 Months or Greater)  HDS0000773- EMV Reader- Vandalism or Trade-In  <b>Components Continued:</b>	Repair or Replace @ N/C  Repair or Replace- \$ 140.00  Replace- \$ 195.00
ASYPWA0388- Protel EMV Reader PCB  $\alpha$ After 60 months Replace at customers current Price.	Repair or Replace 13-60 months \$ 45.00
ASYPWA1405- Protel PCBA 1405 LED Digital Air  $\alpha$ After 60 months Replace at customers current Price.	Repair or Replace 13-60 months \$ 65.00
ASYPWA0377-00,01 & 02- Pressure Regulator PCB  $\alpha$ After 60 months Replace at customers current Price.	Repair or Replace 13-60 months \$ 65.00
ASY0000174 & ASY0000222- Freebee Remote (Excludes Radio Replacement)  $\alpha$ After 60 months Replace at customers current Price.	Repair or Replace 13-60 months \$ 75.00
ASY0000356-02 Manifold Assy-PSL  ASY0000356-01 Manifold Assy-Honey  $\alpha$ After 60 months Replace at customers current Price.	Repair or Replace 13-60 months \$ 65.00  \$ 90.00
<b>PARTS</b>	
Antenna's, Wall Transformers, Cables, Batteries, Power Supplies, Power Cords, Select Buttons, LED's, Locks, Pressure Sensor, Tire Inflator Gauges, Filler Faucets, Water Solenoid, Coin Box Alarm Switch, Coin Collection Switch, Programmable Thermostats, Hoses, Thermistors, Temperature Probes, Enclosures <i>Warranty 90 Days</i>	*  Replace Only for Out of Warranty

*\* PROTEL does not repair these items if out of warranty. Parts will be replaced at customer's current pricing level.*

<b>OTHER CHARGES</b>	
<b>NPF</b> ㊦ No Problem Found, in or out of warranty. <b>Not Enforced with Trade-In</b>	\$ 45.00
<b>NR</b> ㊦ Not Repairable <b>Not Enforced with Trade-In</b>	\$ 45.00
<b>EF</b> ㊦ Evaluation Fee	\$ 45.00
<b>Evaluation Only - Optional</b> (Fee will be waived if customer elects Protel to repair product while in house.)	\$ 45.00