

LIMITED WARRANTY**Length of Warranty:**

All products manufactured by Conklin-Intracom are warranted to be free of defects in workmanship and material for a period of one (1) year from the date of sale.

Conditions of Warranty:

The sole obligation of Conklin-Intracom under this warranty shall be to repair or replace, at its option, any item of equipment covered hereunder to the original purchaser.

The product must be installed and used by the buyer as described in the Conklin-Intracom product literature supplied with the product at time of shipment. All handling and shipping for any items returned under this warranty must be according to industry standards to provide protection from electro-static discharge.

This warranty shall be void if the products are subject to misuse, negligence, unusual physical or electrical stress, **or are serviced or repaired by other than Conklin-Intracom personnel without the specific written consent of Conklin-Intracom.**

In no event will Conklin-Intracom be liable for specific, incidental or consequential damage even if advised of the possibility of same.

EXCEPT FOR THE EXPRESS WARRANTIES STATED HEREIN, CONKLIN-INTRACOM DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS.

This stated express warranty is in lieu of all other obligations arising out of or in connection with the use or performance of the products involved.

MARKING OF UNITS

Each Conklin-Intracom product is stamped or labeled with a date code. This date code is used for product identification and approximate date of manufacture.

The date code generally appears as a six-digit code stamped or labeled on the product and is constructed in a **MMDDYY** format:

- MM is the month that the unit was manufactured.
- DD is the approximate day the unit was manufactured.
- YY is the last two digits of the year in which the unit was manufactured.

For example, a date code of 061007 indicates that the unit was manufactured approximately June 10, 2007.

REPAIR AND RETURN

Units returned for repair using the normal Repair and Return procedure will be tested, repaired if necessary, and returned to the customer within two to four weeks of receipt. Conklin-Intracom may at its choosing replace the returned unit with a like unit.

All material submitted for repair will be returned prepaid to the customer. If the unit is in warranty and defective, there will be no charge to the customer for the return shipping. For all other units, the freight will be shown as a separate charge on the invoice.

Units which are repaired or replaced are warranted for either the remaining period of the original warranty or ninety (90) days, whichever is longer. This warranty is subject to the same conditions as the original warranty.

Product Return Instructions

If a product requires any type of service, please call **Customer Service at 845-635-2136** for a Return Material Authorization (RMA). Carefully pack the equipment in a suitable carton. Individual units which contain integrated circuits should be fully wrapped with a static bag within the shipping carton. Conklin-Intracom cannot be responsible for damage caused by inadequate packaging. Improperly packed products that are sent to the factory will be returned to the customer as is. See the Repair and Return Charges section for the applicable charge.

Return the product(s) to the following address, prepaid:

**Conklin-Intracom
11360 Technology Circle
Duluth, GA 30097
Attn: Repair Department**

Include with the unit(s) the RMA number, an explanation of the malfunction, your company's name and address, the name of a person to contact for further information, and the purchase order number to cover repair charges, if any. If possible, units should be consolidated and sent with one purchase order to cover the lot.

Repair and Return Charges

Products in Warranty:

Products which require repair because of defective components or workmanship will be repaired or replaced at Conklin-Intracom’s option and returned to the customer at no charge. Packing slip and invoice will indicate “IN WARRANTY – REPAIRED”.

Products Out of Warranty:

The repair charge for out-of-warranty products is determined by the current **List** price of the product, as follows:

Out of Warranty Charges

Current List Price	Repair Charge
Less than \$40	Unrepairable
\$40-\$150	\$35.00
\$151-\$300	\$75.00
\$301-\$450	\$110.00
\$451-\$600	\$150.00
\$601-\$750	\$190.00
\$751-\$1000	\$250.00
\$1001-\$1500	\$375.00
\$1501-\$2000	\$500.00
\$2001 and over	\$600.00

Packing slip and invoice for the above products will indicate “OUT OF WARRANTY - REPAIRED”.

All Returned Products

Products which are returned to the factory for repair and which are found to have no defects will be returned to the customer for a service charge determined by the current list price, as shown below. This charge is to cover the costs of retesting and handling. Packing slip and invoice will indicate “IN WARRANTY - NO TROUBLE FOUND”.

No Trouble Found Charges

Current List Price	Repair Charge
Less than \$500	\$30.00
\$501-1500	\$60.00
\$1501 and over	\$90.00

Any product which has been misused or mishandled and cannot be repaired to meet reliability requirements will be returned to the customer as is for a handling fee of \$30.00. Packing slip and invoice will indicate ‘ECONOMICALLY UNREPAIRABLE – UNREPAIRED’.

Any item not a Conklin-Intracom unit returned to the factory in error will be shipped back to the customer for a handling fee of \$25.00. Packing slip and invoice will indicate “NON- CONKLIN-INTRACOM UNIT”.

Any unit returned to the factory incomplete will be returned to the customer for a handling fee of \$10.00. Packing slip and invoice will indicate “INCOMPLETE UNIT - RETURNED AS IS”.

ADVANCE REPLACEMENT

If expedited processing for an in-warranty failed unit manufactured less than one (1) year prior is required, an Advance Replacement unit may be requested. Please be aware that an Advance Replacement may not be available for all units or at all times. Call customer service at 845-635-2136. Upon our determination that the unit qualifies and that a replacement is available we will issue an RMA number; and ship within 24 hours a new or reconditioned unit at Conklin-Intracom’s option via two-day delivery service within the United States or Canada. We require a Purchase Order at the time of the request. You will be invoiced for the full List price of the replacement unit plus shipping. Upon our receipt of your defective unit, a credit will be issued for 75% of the unit price. Units must be received by Conklin-Intracom within ninety (90) days of our shipment for any credit to be issued. The RMA number should be clearly marked on the return package and purchase order. **Advance Replacement service is not available on any units manufactured more than one (1) years prior to the date of request.**