



The heart of smart control

**ComAp
Warranty
System**

For ComAp Distributor
ComAp Distributor Manual Enclosure

The aim of this document is to describe the warranty process between ComAp and its direct customers. Post-warranty service for customers is also included in the scope of this document. This document is connected to the ComAp Global Terms and Conditions as a detailed process description to the warranty provisions therein.

Out of scope: Warranty process between ComAp and its distributors - which is described in ComAp Warranty System Description for Distributors.

ComAp currently provides a so-called **“local warranty”** meaning that each unit is under warranty for a limited period of time and such warranty is to be serviced by the distributor that sold the unit.





1

Claims Presented by Customers to ComAp

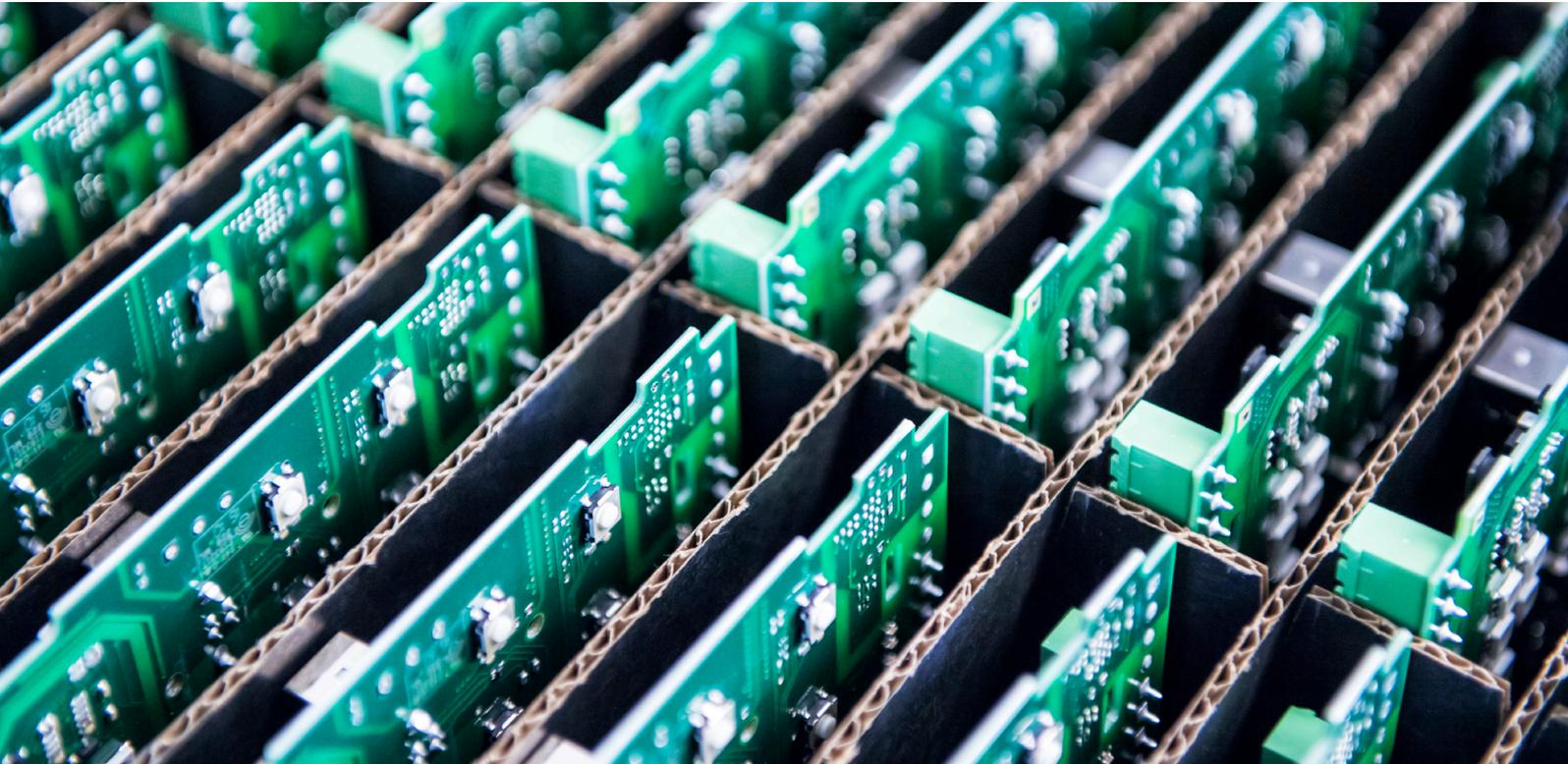
A customer who bought the unit via the distributor presents the claim to their distributor. The role of the distributor is to look with the customer for visual, descriptive defects or errors in the unit's configuration that lead to malfunction of the unit. It is not the role of the distributor to substitute ComAp's technical analysis (point 4), therefore they cannot approve ComAp's warranty except for cases of obvious mishandling by the customer (mechanically damaged or burned units) where the distributor has the right not to proceed with the warranty claim.

If a customer who bought the unit elsewhere (via a different channel or other distributor) approaches the distributor, then the distributor directs the end customer to their original sales channel or offers a local paid service (see "local warranty" above).

2

Checking Serial Numbers and Warranty Periods

Distributors can place warranty claims into the ComAp Club (WarrantyView section) at www.comap-control.com (after login) in order to identify the warranty period and details of the original purchase (visible only to the original buyer). The distributor then tracks the life cycle of the claim and receives feedback in the warranty section of the ComAp Club. In cases when ComAp Club is not available to customers, TSUP could be contacted directly.



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Validation of Warranty Claims

- 3.1.** ComAp's Technical Support role is to support the distributor in handling the claim efficiently to satisfy the customer, describe the failure in detail and to indicate possible HW or SW failures. Within 24 hrs after the distributor places the warranty ticket in the system, the Technical Support reviews the new warranty ticket and validates it. It is valid only if the unit is under warranty and the ticket contains a sufficient failure description. Technical Support may contact the distributor to gain more information.

- 3.2.** For valid warranty cases, the distributor automatically receives a released Return Material Authorization (RMA) number in ComAp Club and the distributor ships the unit(s) marked by the issued RMA number back to ComAp for a technical analysis. Without the RMA number, the distributor cannot ship the unit(s) back.



- 3.3.** It is crucial for mutual, timely feedback that the units are sent within reasonable intervals. ComAp recommends sending back claimed units within 30 days after submitting the claim to ensure that the warranty acceptance process (technical analysis point 4) happens in a timely manner. If ComAp does not receive the claimed unit within 120 days, the warranty is not accepted. After that the RMA is automatically closed as not delivered.
- 3.4.** If the unit is no longer within the warranty period, the distributor is offered a paid repair service from ComAp (depending on the economic aspect, see point 7).



4

Technical Analyses of Claimed Units

The analysis (at ComAp or ComAp's manufacturing partners) is the decision basis regarding warranty acceptance.

The distributor is not able to decide on warranty acceptance due to lack of testing tools and methods of testing ComAp's products. However, in cases of obvious mishandling by the customer (mechanically damaged or burned units), the distributor has the right to refuse a warranty claim.

4.1. Warranty is accepted (both must be true - the unit is under the warranty period and the failure has been identified as a defect on ComAp's side). The distributor get back a repaired unit or receives credit.

	Nonconformity Accepted?	Nonconformity Repairable? Rentable?	Solution
1	YES	YES	a) Return repaired unit - Preferable b) Credit note unit + SW Key when applicable c) New unit + new SW key when applicable
2	YES	NO	a) Credit note unit + SW Key when applicable b) New unit + new SW key when applicable
3	NO	YES	Customer decides: a) Customer invoiced for repair cost. b) Will not accept paid repair (Eco-disposal or returned)
4	NO	NO	Eco-disposal by ComAp unless stated otherwise.

- 4.2. Warranty is refused** due to the reasons listed below.
The distributor is offered a new unit for the full price or a paid repair service (if the unit is repairable, point 7).
- 4.2.1.** The product is no longer within the warranty period (point 3.4.).
- 4.2.2.** The failure occurred due to mishandling by the customer.
- 4.2.3.** Not fulfilling points 3.2.; 3.3.
- 4.2.4.** Other reasons for rejection listed in ComAp Global Terms & Conditions
- 4.3. No Trouble Found:** ComAp's technical analysis did not find any failure and the unit passed all functional tests, therefore the claim is not accepted, and the tested unit is returned to the distributor. Be aware that during analysis the unit will be reset to factory settings, clear history and load current FW. Claimed units which are unrepairable or claimed units where the estimated repair price would exceed the maximum price limit (point 7.2.) are environmentally-friendly scrapped by ComAp.



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Response Times

5.1. Expected ComAp's response time to customer:

- > Technical Support/Initial claim response is 1 day (24 hrs) after submitting the claim.
- > Preliminary assessment is 5 days upon receiving the product.
- > Final analysis results/Repair is 30 days after the preliminary assessment.

Complicated cases could take more time. Information on possible delays are justified by the Quality Department.

Further details may be provided upon request, please contact your ASM (Area Sales Manager)/DDM (Distributor Development Manager).

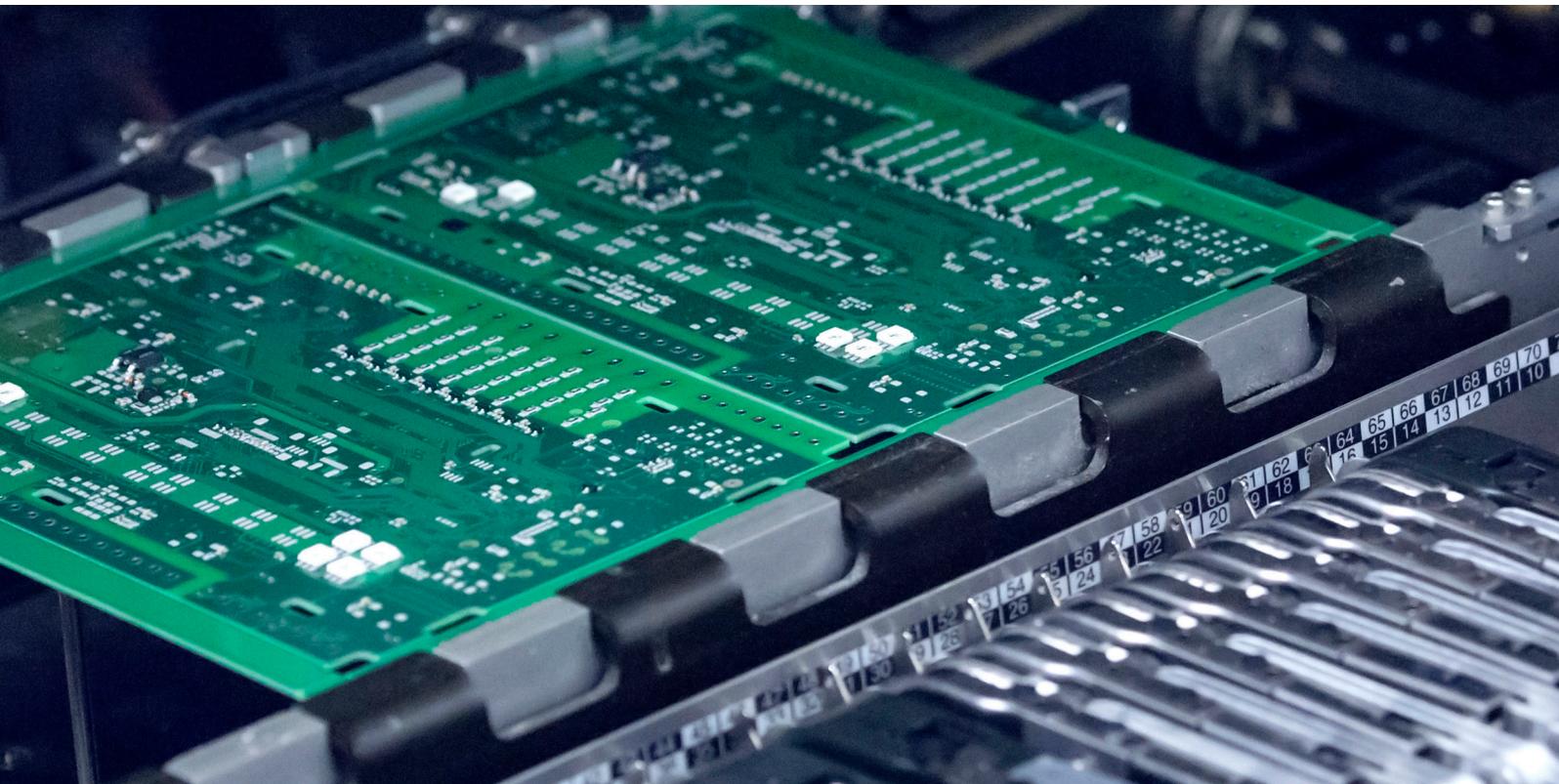
5.2. Required response time from distributors:

It is required that the distributor communicates the information provided by ComAp to the customer within 48 hours.

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Shipping Costs

- 6.1.** The distributor covers the shipping costs to ComAp
- 6.2.** If the warranty claim is refused (or No Trouble Found), then the distributor covers the shipping costs back
- 6.3.** If warranty claim is accepted, then ComAp covers the shipping costs back (unless otherwise agreed on with the customer)





Post-warranty (Paid) Service & Pricing

For post-warranty (out of warranty) units (point 3.4., 4.2. or 4.3.), ComAp offers a paid service. The distributor uses the same warranty functions in the ComAp Club portal to register post-warranty units for repair. The system recognizes that the unit is no longer under warranty and the distributor ticks the option of paid service. There is a set of price limits for paid repairs:

- 7.1.** The minimum price of any repair (including tests costs) is set at €50 per unit
- 7.2.** The maximum price of any repair is set at 60% of the original distributor's purchasing price of the unit. If the estimated repair price exceeds this limit, ComAp would environmentally-friendly scrap the unit, unless the distributor explicitly requires the return of the unit.
- 7.3.** The minimum price of a functional HW test including SW reflash is €40 per unit

7.4. Examples of usual provided paid repairs*:

InteliGen NT GC: LCD change €120; power supply €110; battery change €90

InteliVision 5: LCD change €95; keyboard change €110; power supply €100

InteliLite NT AMF25: LCD change €75; keyboard change €70; power supply €80; mechanical damage €75 EUR;

*Including test costs. These are estimated usual prices only. As every case is different in terms of the complexity of the analysis and repair, the price may differ too. If a distributor wishes to receive the estimated price of the paid service beforehand, this information should be included in the ComAp Club ticket when submitting the ticket.

Warranty for provided post-warranty service is 6 months for a repaired unit.

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Special Requests

If distributor has any special requests regarding the analysis or post-warranty service (e.g. loading archives, programming units, additional root cause analysis, etc.) this information should be included in the ComAp Club ticket when submitting the ticket.

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