
Standard Warranty Policy

This warranty is issued by Westronic Systems for standard manufactured products sold within the United States and Canada.

Westronic Systems warrants to the original customer that all standard equipment manufactured by Westronic Systems will be free from defects in material and workmanship for a period of 24 months from date of shipment from the Westronic Systems factory.

Westronic further backs its products with technical support which is provided at no charge by phone or email during normal business hours.

This warranty is in effect provided that:

- the equipment is used and serviced in accordance with Westronic Systems instructions.
- the equipment has been properly stored and installed.
- the equipment has not been altered or repaired without prior authorization from Westronic Systems.
- the equipment has not been used in conjunction with defective or inferior third party equipment which could result in damage to Westronic Systems equipment.

This warranty excludes damage due to fire, flood, lightning, or any other abnormal conditions.

This warranty for Westronic Systems made equipment is in lieu of all other expressed warranties. Westronic Systems does not authorize any person to assume, on its behalf, any other obligation or liability.

Westronic Systems is not responsible for loss of time, inconvenience, loss of use of equipment or other consequential damages.

This warranty is not intended to disclaim, exclude or limit any rights under any federal, state, or provincial statute. To the extent that any part of this warranty is inconsistent with any such statutes, that part shall not be applicable.

Standard Repair Policy

All equipment requiring repair, which has been manufactured by Westronic Systems and used in accordance with Westronic Systems instructions, will be repaired and shipped to the customer within the specified times below.

Equipment covered under warranty: Will be repaired at no charge to the Customer within 10 days of arriving at the Westronic facility. When requested by the Customer, equipment repair can be expedited. Please contact the Return Material Coordinator for details.

Non-warranty equipment: Will be repaired at a standard charge based on equipment type. Please refer to our 'Standard Out of Warranty Repair Price' chart. This equipment will be repaired in the standard 30 working day period. The repair period will begin from receipt of the faulty equipment at the Westronic Systems repair center. For expedited repair charges, please contact the Return Material Coordinator.

Repair of discontinued products: Will be determined on a quotation basis only. Please contact the Return Material Coordinator for details.

When Service is Required

Westronic offers technical support at no charge during normal business hours. We suggest contacting our technical support team prior to requesting an RMA as many issues can be resolved over the phone.

If it has been determined that an RMA is required, please obtain a return authorization number and shipping instructions from the Return Material Department Coordinator. RMAs can be requested through our online Support page, at www.westronic.com.

1. All returns must have the Return Material Authorization Number conspicuously marked on the outside of the shipping container.
2. All equipment must be returned prepaid to the Westronic repair facility. Any customs or duty charges incurred by Westronic will be billed back to the customer.
3. Repaired equipment will have a one year warranty from the date of repair.
4. All repaired equipment will be shipped to the Customer by best means available as determined by Westronic Systems unless prearranged otherwise. (e.g. Collect using customer account)
Expedited shipping methods will be paid by the Customer.

RMA Enquiries

Contact: Return Authorization Coordinator

Telephone: (403) 250-8304 (x418)

FAX: (403) 263-2174

email: rma@westronic.com

Equipment Return Address

Westronic Systems

#200, 550 – 71st Avenue SE

Calgary, Alberta, Canada T2H 0S6

Customer Support Enquiries

Contact: Customer Support

Telephone: (403) 250-8304

FAX: (403) 263-2174

email: support@westronic.com

Standard Out-of-Warranty Repair Prices

Repair Description	Price
WS-ARM/1 Analog unit or Universal Annunciator Panel	\$550
All modem daughter cards (typically 535-T005 and 540-0300)	\$375
All WS1000 units, including WS1000 and DS3000 systems using 501- series plug-ins. Includes 501- and 594- series products	\$995
All C1000 units, including DS3000C systems. Includes 594- series products. Add \$400 for 256 point unit.	\$975
Dual Modem/ Quad Modem (add \$400 for Quad Modem)	\$975
Power Supply (any field-replaceable power supply plug-in)	\$350
All SmartScanner units, including WS2000 and DS5000, using 528-0001 (Type 1) Main board. Includes plug-ins used in 500- and 590- series products	\$1,175
All SmartScanner Discrete Expansion units, using a 528-0002 (Type 2) Expansion board.	\$675
All WS3500 Metago CPU Modules	\$750
All WS3500 Metago modules including: Discrete I/O modules, Serial Expansion Modules, Communications Module	\$525
All WS3500 Bare Chassis	\$475
All WS1800 units	\$350
All Westronic Products above: "RMA Received, No Trouble Found" (in or out of warranty) Price to examine, fully test and recertify. Includes 6 month repair warranty or remaining new equipment warranty, whichever is applicable.	\$200

The above prices are in US Dollars.

The above prices apply unless, in our determination, the equipment is deemed unrepairable. In that case, a standard \$200 diagnostic charge applies. Customer will be contacted and new material will be quoted.

Upon receipt of a revised purchase order, replacement material will be shipped in accordance with the standard delivery interval currently in effect for that class of product. Discontinued replacement equipment is priced on a per case basis.

All repaired equipment carries a **one-year warranty** from the date of repair.

Material must be packaged properly and sent transportation prepaid to the designated Westronic repair depot. For all Trouble Found, In-Warranty repairs, Westronic will return the repaired or replaced material transportation prepaid. For all other repairs, Westronic will either return the repaired equipment 'Collect' using a customer supplied carrier account number, or pre-paid and added to the RMA invoice using an Economy service with a standard carrier.

All customers should contact the Westronic Return Material Coordinator for details and procedures applicable to their country. All taxes or duties charged to Westronic for repaired materials are billed to the customer. Shipping outside of North America may be subject to a shipping surcharge.

Standard repair interval is 30 working days after receipt of material and valid purchase order. Expedited processing may be available for an additional per unit charge. Please call for a quote.