



Email to cs@aiphone.com
or Fax to 800-525-3372

RO Number:

Repair Order (RO) Numbers are assigned by Aiphone prior to returning products for service.

Please fill out this form and return to us. We will reply with your RO number within one business day.

Date: ____/____/____

Company Name _____ Account Number _____

Contact Name _____ Email address _____

Address _____

City _____ State _____ Zip _____

Phone Number _____

Payment for Repair Charges (Direct Account customers only): PO# _____

Credit Card payment for non-warranty service & return freight:

Card Number: _____ Expiration (mm/yy) _____ CVV # _____

Name on Card: _____ (Note: We do not accept checks)

Support Ticket # if applicable

AIPHONE strongly recommends that customers contact the Technical Support Department at (800)692-0200 for troubleshooting assistance before sending the unit in for a repair evaluation. **Having a Support Ticket number does not guarantee credit.**

Type of Repair Evaluation Request (Check appropriate one)

☐ **Repair (Warranty determined by Aiphone)**

Please provide proof of installation date for warranty verification. Otherwise, lot code will be used to determine warranty. (See warranty statement on Pg. 2.)

*Need an Estimate? ☐ Yes ☐ No

*Please authorize the estimated parts & labor charge up to this amount for expedited service. Delays in processing your repair may result while waiting for payment approval.

\$: _____

☐ **Credit (Direct Accounts Only)**

☐ **Replacement**

For a claim that a unit is defective **upon initial installation.**

(Aiphone determines whether a unit qualifies for credit or replacement upon evaluation.)

Original PO # : _____

If your unit is out of warranty, a testing fee will apply.

Credit or new replacement is issued only when a product is found to have a manufacturer's defect.

Model(s) to be Repaired:

Length of time in use: ☐ <3 mos. ☐ 3-6 mos. ☐ 6-12 mos. ☐ 12-24 mos. ☐ 2-3 yrs. ☐ Over 3 yrs.

Problem(s)

Experienced:

(check all that apply)

☐ No Functionality

☐ Audio Problem

☐ Video Problem

☐ Broken Buttons

☐ Physical Damage

☐ Power Surge

☐ Modification Required

☐ Other (specify below)

Lot # _____

Intermittent problem? ☐ Yes ☐ No

Please describe in detail what is wrong with the unit(s) that you are sending in for repair:

Preferred UPS Freight Method after repair is completed (please check one):

Aiphone prepays ground freight on warranty repairs only. All other return freight is paid by the customer, regardless of method. (This includes return of non-warranty repairs and air freight of warranty repairs.)

☐ Overnight

☐ 2 Day Air

☐ 3 Day Air

☐ Ground

UPS Account # _____

Warranty Statement:

Aiphone warrants its products to be free from defects of materials and workmanship under normal use and service for a period of two or three years after delivery to the ultimate user and will repair free of charge or replace at no charge, should it become defective upon which examination shall disclose to be defective and under warranty. Aiphone reserves unto itself the sole right to make the final decision whether there is a defect in materials and/or workmanship; and whether the product is within the warranty. This warranty shall not apply to any Aiphone product which has been subject to misuse, neglect, accident, power surge, or to use in violation of instructions furnished, nor extended to units which have been repaired or altered outside of the factory. This warranty does not cover batteries or damage caused by batteries used in connection with the unit. This warranty covers bench repairs only, and any repairs must be made at the shop or place designated in writing by Aiphone.

This warranty is limited to the standard specifications listed in the operation manual. This warranty does not cover any function that is added by users or suppliers when used in connection with third-party products. Please note that any damage or other issues caused by a failure to use the unit in connection with Aiphone products are also not covered by this warranty. Aiphone will not be responsible for any costs incurred involving on-site service calls. Aiphone will not provide compensation for any loss or damage incurred by the breakdown or malfunction of its product during use, or for any consequent inconvenience or losses that may result.

Aiphone Wire Warranty

Aiphone's limited warranty is extended by one year when product is installed using Aiphone wire.

Repairs Under Warranty

At our discretion, Aiphone will repair free of charge, or replace at no charge, Aiphone product that, upon examination by an Aiphone Repair Technician, is proven to be defective and under warranty. Aiphone reserves the right to make the final decision whether there is a defect in materials and/or workmanship, and whether the product is within the warranty.

This warranty shall not apply to any failure caused by improper installation or use in violation of the instructions, abuse, negligence, electrical surge including damage from lightning, water, or any other physical damage, or damage caused from batteries. This warranty covers bench repairs by the Aiphone Repair Department only and does not extend to units that have been repaired or altered outside of the factory. Aiphone is not responsible for any costs incurred involving on-site service calls.

Credit or Replacement: Aiphone will offer credit or replacement on units determined by a Repair Technician to be defective upon initial installation. Older units that are still within the warranty period qualify for warranty repair only and not credit or replacement. Non-account customers will be issued a replacement if their unit is deemed to have a manufacturer's defect.

Aiphone does not issue advance replacements or guarantee credit for product claimed to be defective until an authorized Aiphone Repair Technician has examined the units and determined that they are in fact defective.

Sign here to acknowledge that you have read and understand Aiphone's Repair Policy, and agree to the conditions herein.

Signed:

Date:

For your convenience, clip and tape the section to the right onto your outgoing package. RO Number must be visible on the outside of the box.

AIPHONE CORPORATION

Attn: Repair Department
6670 185th Ave NE
Redmond, WA 98052

RO Number: