



## Service Repair Policy

### **All repairs carry a 90-day warranty from the date of service.**

Warranty will be AUTOMATICALLY VOIDED if damage is due to negligence, vandalism, misuse, or the Service/Serial # Label is removed.

Repairs are scheduled on a first in, first out basis upon receipt of orders.

Every effort will be made to process units within thirty (30) working days. Backlog may affect turnaround time.

**UNDER WARRANTY:** Units under warranty will be repaired and shipped back via FEDEX or UPS ground.

**OUT OF WARRANTY:** A MINIMUM LABOR CHARGE of **\$75.00** AN HOUR WILL BE CHARGED PER UNIT.

Customer will be contacted for authorization on repairs costing more than \$200.00 for iVIZION's, UBA's, UBA PRO's, iPRO's, DBV-400 / -500, GEN2U, GEN5...and \$100.00 for BlueWave units.

Units out of warranty and costing less than \$200.00 or \$100.00 per unit (according to the model) will be repaired and shipped back by FEDEX or UPS Ground.

**END OF LIFE PRODUCT:** Product(s) that are discontinued are subject to Parts Availability.

**NO FAULT FOUND AND PROCESSING FEE:** A **\$35.00** INSPECTION AND HANDLING FEE SHALL BE CHARGED.

Units that are returned under warranty and then found to have no warranty issues will be subject to this fee.

This fee also applies to units diagnosed and inspected, but not repaired per the customer's request.

Broken or missing Bezels and modified wiring harnesses are not covered under warranty and are not the responsibility of JCM.

Covered Under Standard Warranty	Description
Design Issues	Known issues that are documented in the Product Standard Warranty Exceptions category.
Normal Failures	A failure or problem that is not listed in any category of the 'Not Covered Under Standard Warranty' Section.
Product Defects	A known, identified, or already documented Design Failure related to the Product.
Quality Issues	A known, identified, or already documented Quality Issue related to the Product.
Worn Parts	Products or Parts that are worn due to normal use, but not due to customer neglect or abuse.



NOT Covered Under Standard Warranty	Description
Acts of God	Flood, Earthquake, Hurricane, Tornado, Lightning, Severe Weather, Pandemic, etc.
Board Repair Work	Any evidence of non-JCM board work, such as: Solder, Flux, Evidence of Rework, etc.
Calibration	This is a chargeable service unless it is part of a warranty repair.
Chemical Damage	Damaged or degraded bill path, optical lenses, or electronics, due to the use of improper cleaning solutions, etc.
Cleaning	This is a chargeable service unless it is part of a warranty repair.
Company Strike	This is the customers' responsibility.
Corrosion	Product Damage to a unit caused by humidity, salt air/water, liquids, solvents, etc.
Disassembled Units	Only fully assembled units are accepted for service. Partially assembled units are not covered under warranty.
Liquid Spills	Damage to unit caused by cleaning cards, liquids, etc.
Modifications	Any customer modifications to the unit's hardware, software, harnessing, bezels, electrical, etc. are not covered.
Negligence	Failure to maintain the equipment or obvious lack of care/concern.
Riots	This is the customers' responsibility.
Shipping Damage	Damage incurred during shipment is the responsibility of the Shipping Carrier or Customer.
Software Upgrades	This is a chargeable service unless it is part of a warranty repair.
Unit returned in Pieces	This is the customers' responsibility.
Vandalism	This is the customers' responsibility.
Unforeseen Acts of Third Parties	This is the customers' responsibility.
War	This is the customers' responsibility.