



Repair Order Request Form
Fax: 800-525-3372

RO Number:

Repair Order Numbers are *required* for ALL products sent in for service. Please fill out this form in its entirety and fax to (800) 525-3372 or email to cust-serv@aiphone.com. We will reply with your RO number.

Date: ____/____/____

Company Name _____ Account Number _____

Contact Name _____ Email address _____

Address _____

City _____ State _____ Zip _____

Phone Number _____ Fax Number _____

Technical Incident # *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. *Approximately 35% of all units sent in for repair are found to have no defects in operation and workmanship.*

Type of Repair Evaluation Request (Check appropriate one)

<input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> No If you require an estimate, please authorize the estimated parts & labor charge up to this amount. \$: _____	<input type="checkbox"/> **Credit Evaluation For a claim that your unit is defective upon initial installation. Choose whether you would like credit or a replacement unit. <input type="checkbox"/> Credit <input type="checkbox"/> Replacement Original PO # : _____
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**Estimate fees may be applied toward repair cost.*

- Requesting an Estimate could extend the total time of your service. To expedite repair, please authorize a maximum amount to be charged before being contacted by Customer Service.
- If your unit is determined not to be covered under warranty (i.e. age, power surge, abuse), repair charges will be assessed. Please indicate maximum amount authorized before receiving a call for approval.

***A Credit Evaluation does not guarantee credit.*

- Aiphone Repair Technicians determine whether the unit is defective and therefore qualified for warranty credit.
- If defective, direct account customers may receive credit or a replacement. Non-account customers will receive a replacement only.
- If your unit is determined not to be defective, you will receive it back in the condition in which it was received.
- If you are unsure if your unit will qualify for credit, please review the warranty statement or contact Customer Service at (800) 692-0200.

Model Number(s) to be Repaired:

Problem(s) Experienced: (check all that apply)	<input type="checkbox"/> No Functionality <input type="checkbox"/> Audio Problem <input type="checkbox"/> Video Problem <input type="checkbox"/> Broken Buttons	<input type="checkbox"/> Physical Damage <input type="checkbox"/> Power Surge <input type="checkbox"/> Modification Required <input type="checkbox"/> Other (specify below)	<input type="checkbox"/> Lot Number (back or inside of unit) Intermittent problem? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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*):

(Note: Return freight is charged for all non-warranty repairs.)

Overnight 2 Day Air 3 Day Air Ground

*** For Non-account Customers or End Users ONLY ***

When the repair is completed and if payment is necessary, Aiphone will contact the above individual for a preferred payment method. We accept Visa, MasterCard, American Express, or COD. COD Credit Card

If we do not receive payment information within 5 working days of completion of your repair, your unit will be returned COD.

**Please include this completed and signed form in the box with the unit being sent in.
This will help us expedite your Repair Order.**

Warranty Statement:

Aiphone warrants its products to be free from defects in material and workmanship under normal use and service for a period of one, two, or three years (depending on the product) after delivery to the ultimate user. Proof-of-purchase is required to verify warranty period from the date of installation.

Products with Extended Warranties:

From the date of delivery to the ultimate user, video intercom products are warranted for a period of two years, and the NHX Nurse Call System and MarketCom MC-60/4A and MC-60/4B intercom stations (excluding coil cords) are warranted for a period of three years.

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 defective and under warranty. Aiphone reserves the right to make the final decision as to whether there is a defect in materials and/or workmanship, and whether or not the product is within the warranty.

Aiphone does not issue advance replacements or credit for product claimed to be defective until Aiphone Repair Technicians have examined the units and determined that they are in fact defective.

This warranty covers bench repairs by the Aiphone Service 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.

Additional Exclusions:

This warranty shall not apply to any Aiphone product that has been subject to misuse, neglect, accident, power surge, or used in violation of instructions furnished. This warranty does not cover batteries that may be required, or damage caused by batteries.

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
1700 130th Ave NE
Bellevue, WA 98005**

RO Number: