

Warranty, Repair & Return

At Aiphone, we pride ourselves on the simplicity and reliability of our products and we stand behind them before, during, and after the sale.

Limited Warranty

Aiphone warrants its products to be free from defects in materials and workmanship under normal use and service for either **2 or 5 years**, depending on the product series, from the date of delivery to the end user. We will repair or replace the product at no charge if a defect is confirmed upon inspection by Aiphone.

We reserve the exclusive right to determine whether a product is defective and qualifies under warranty.

The warranty does *not* cover:

- Misuse, neglect, accidents, electrical surges, lightning, water, or physical damage
- Failure to follow provided instructions
- Repairs or modifications made outside of Aiphone's facilities
- Batteries or battery-related damage
- Third-party products or user-added functions

This is a **bench repair** warranty only. Aiphone does not offer on-site service or cover any costs related to field repairs, service calls, or consequential damage due to product failure.

For full details, download the [Aiphone Warranty Statement](#).

5-Year Warranty Products:

- AC Series Access Control
- IX Series
- IXG Series
- J-Series Video (JO, JP, and JV)

Repairs Under Warranty

If a product is confirmed to be under warranty and defective, Aiphone will repair or replace it at no charge. Warranty exclusions still apply, and the unit must be returned to Aiphone for service.

To initiate a repair:

1. **Contact Technical Support** (Mon–Fri, 6:00 AM – 3:30 PM PT) for troubleshooting. Many issues can be resolved over the phone.
2. If service is required, you'll receive a **Support Ticket** and a link to complete our [Repair Order Request Form](#).
3. If you can't access the form, email cs@aiphone.com for help.
4. After submitting the form, you'll receive a **Repair Order (RO) number** within two business days.
5. For **out-of-warranty** products, payment details are required before issuing an RO number. A diagnostic fee will apply if no issue is found. Parts and labor charges apply if repairs are performed. Return freight is also billed.
6. Include the RO number on the shipping box and enclose a copy of the RO form and proof of installation date to confirm warranty eligibility.
7. To expedite repairs, send units via air freight. Aiphone will complete repairs and ship back within three business days. If out of warranty or damaged per exclusions, repair charges will apply.
 - **Ground return shipping is free for warranty repairs.**
 - **Air return shipping is always billed to the customer.**

Returns for Credit

New, unused, and uninstalled products in original, undamaged packaging may be returned for credit with prior approval. Products must be complete with all accessories and received within **30 days** of the **RA number** being issued. The **purchase must have occurred within 90 days** to be eligible for return.

Returned items are subject to inspection. If not approved for credit, products will be returned at the sender's expense.

Restocking Fees:

- **0%** – With an equal/higher value replacement order or quarterly stock adjustment
- **10%** – Without a replacement order
- **Unauthorized returns will not be accepted**

Non-returnable Items (All Sales Final):

- Discontinued items
- Custom Ordered Products (COP)
- Modified products
- Aiphone Wire
- TW and TWS tower series
- Open software (IX-SOFT, NI-SOFT, AC-Nio)
- Spare parts
- B-Stock purchases

Repacking & Freight Charges

A repacking fee (\$10–\$50 per unit) applies if items need re-boxing. If re-boxing isn't possible, credit will not be issued and the item will be returned at your expense.

Requesting a Return

Complete the [Return Authorization Form](#) to receive your RA number (processing may take up to two business days). Clearly mark the RA number on your shipping box and prepay all freight. Credit is issued only after inspection and confirmed with an Aiphone credit memo. Allow up to **10 business days** after product receipt for processing.