



Email to [cs@aiphone.com](mailto: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 \_\_\_\_\_ Fax Number \_\_\_\_\_

**Payment for Repair Charges (Direct Account customers only): PO#** \_\_\_\_\_

**Credit Card payment for non-warranty service & return freight:** Visa ☐ Mastercard ☐ American Express ☐

Card Number: \_\_\_\_\_ Expiration (mm/yy) \_\_\_\_\_ CVV # \_\_\_\_\_

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

**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 or credit evaluation are found to have no defects in operation and workmanship.*

**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.

\$ : \_\_\_\_\_

**Note: If no problem is found on out of warranty item(s), a testing fee will be charged for each item tested.**

**\*Estimate & Repair fees:**

- Requesting an Estimate could extend the total time of your service. Please authorize a maximum amount to be charged before being contacted for payment approval.

- Aiphone may require payment information before service begins, depending on the repair service requested.

- If your unit is determined to be out of warranty (i.e. age, power surge, abuse, etc.), repair charges will be assessed, including testing fees for all units sent in.

☐ **\*\*Credit Evaluation**

For a claim that your unit is defective upon initial installation. Choose whether you would like credit or a replacement unit.

☐ Credit ☐ Replacement

Original PO # : \_\_\_\_\_

**\*\*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 to be in full working order or not qualified for warranty, 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 on page 2 or contact Customer Service at (800) 692-0200.

**Model Number(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 Number (back or inside of unit)

Intermittent problem? ☐ Yes ☐ No

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

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**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

**\* Payment Method \***

If payment information is not included above, Aiphone reserves the right to secure payment method before setting up your Repair Order. We accept Purchase Orders from direct account customers.

We also accept Visa, MasterCard, or American Express. **We do not accept checks.**

***If we do not receive payment within 5 working days of completion of your repair, your unit may be forfeited.***

***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 of materials and workmanship under normal use and service for a period of one, 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 or not 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 onsite 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. Proof-of-purchase is required to verify warranty period from the date of installation.

**Products Warranty Periods:**

From the date of delivery to the ultimate user, audio intercom products are warranted for a period of one (1) year, video intercom products are warranted for a period of two (2) years, and the NHX Nurse Call System and MarketCom System (excluding coil cords) are warranted for a period of three (3) years. Systems installed with Aiphone wire are extended by one year, not to exceed 3 years total. (Proof-of-purchase or installation date is required.)

**Repair Service:**

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.

**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:**

Revised 02-2016

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 185<sup>th</sup> Ave NE  
Redmond, WA 98052**

**RO Number:**