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## Warranty Service and Returns Policy

Rytec strives to meet the expectations of our customers and our service providers with the goal of complete satisfaction. The guidelines provided in this policy will help define the processes needed to achieve this goal.

### Warranty Service

In an effort to record and track warranty issues, as well as track payment of labor claims and issuance of credit on returned parts, please follow the guidelines for warranty transactions as noted below.

#### Important

**Labor must be performed by Rytec authorized service technicians only. Please refer to the Rytec Installation and Owner's Manuals or service bulletins for correct installation and repair procedures by product line.**

- Dealer or service representatives must call Rytec prior to performing any work that may be warranty- related. **The servicing technician should obtain an Incident Number from the Rytec Technical Support representative they speak with.** The Incident Number represents a record of contact within our system that must be referenced on the warranty invoice to help expedite payment. Only one incident may be used per invoice.
- Contacting Technical Support to create an incident formally authorizes a service provider to perform the work. If the work is determined to be within the warranty period, procedures related to warranty service work must be followed when submitting invoices for the work completed. Exhibit A references our Standard Repair Time guidelines to aid in proper billing for service work. Any additional charges may be reviewed with the service provider and approved based on given circumstances.
- To avoid payment disputes after invoice has been submitted, if significant delays in repair or excessive charges are anticipated, the service provider should contact Rytec Technical Support or the Rytec Warranty Administrator to report the issues causing the additional labor hours. Additional trouble-shooting of the issue may be necessary.
- If unable to reach Rytec Technical Support, the service provider must call within 48 hours from the date of service to obtain an Incident Number.
- In addition to an Incident Number, warranty claims must be accompanied by an invoice and a completed Warranty Claim Report (Exhibit B). Invoices and claim forms are **only** accepted by email at [warranty@rytecdoors.com](mailto:warranty@rytecdoors.com). Faxed or mailed invoices will not be accepted. All of the following information must be supplied in the paperwork submitted:
  - Incident Number (received from Rytec technician)
  - Name of the Rytec technician that fielded the call
  - Door Serial Number
  - Customer Name, Address Phone and Contact person
  - **Detailed** description of problem and solution
  - Digital pictures of problem

- Labor rate
- On-site hours
- Travel hours
- Door cycle count
- **Detailed** explanation of any non-labor charges such as material handling, rental equipment, etc.; include a copy of receipt for these expenses
- Digital picture of door / issue once operational
- **Warranty labor claims must be submitted within thirty (30) days of date of actual repair. Warranty labor claims received after 30 days of the repair completion may not be accepted.**

### **Travel Time**

- Warranty travel time in excess of 3 hours each way must be authorized by Rytec before the work is performed. Travel time will be paid for one truck only and at a single-man warranty rate, although onsite labor may be paid at a two-man labor rate depending upon the repair. Dealers are encouraged to stock parts in order to eliminate the need for return trips. If it is determined that a repair part is needed, Rytec will send a replacement part to replenish the dealer's stock.

### **Onsite Time**

- Rytec will pay for actual hours worked, provided the hours are within the time guidelines established by Rytec. Onsite wait time due to improper scheduling and/or interruptions is beyond our control and will not be covered under warranty. Wait time is not reimbursable warranty work. Service providers should be trained and certified on Rytec products and should not rely solely on Rytec to troubleshoot and repair issues. Rytec Technical Support is available to assist in a support and documentation capacity.
- In an effort to reduce onsite time it is expected that all service providers troubleshoot problems in advance of scheduling service calls. All work should be performed during normal business hours. If work must be done outside of normal business hours, straight time rates will apply. Rytec Owner's and Installation Manuals are available electronically via the Rytec website at [www.rytecdoors.com](http://www.rytecdoors.com); Service Bulletins are available electronically via the [Rytec Technical Knowledge Center](#).

### **Warranty Labor Rates**

- Labor rates will be subject to Rytec's approval and will be based on the average warranty labor rate in the service provider's territory.
- As evidenced in Exhibit A, standard warranty repair times have been created to provide guidance for the average time that should be expected when making certain repairs.

### **Warranty Travel Rates**

- Travel for warranty service will be paid at a maximum of 3 hours each way.
- Rytec will pay for one vehicle at a single-man warranty rate, although a two-man rate may be paid for actual labor while onsite.

### **Rytec Service Technician Site Visits**

- Rytec reserves the right to provide warranty service using Rytec service technicians.
- If Rytec determines that the issue is warranty related, the Rytec service technician's service costs (visit) will be

incurred by Rytec.

- If Rytec determines that the issue is related to a problem with the installation, the Rytec service technician's service costs (visit) will be incurred by the installer at a rate of \$800.00 per day plus travel.
- If Rytec determines that the issue is caused by lack of preventative maintenance, abuse, or misapplication, the service technician's service costs (visit) will be incurred by the end user at a rate of \$800.00 per day plus travel.

### **Warranty Invoicing Information**

- All invoices must be accompanied by a Rytec Warranty Claim Form as shown in Exhibit B, as well as any service tickets the dealer may have to support the claim.
- All information must be sent to [warranty@rytecdoors.com](mailto:warranty@rytecdoors.com)
- Rytec will pay invoices within 60 days of receipt of all completed paperwork.

## **Warranty Returns**

### **Warranty Parts**

- All warranty replacement parts will be sent via UPS Ground. Requests for Next Day or 2nd Day shipment will be at the service provider's expense.

### **RMA (Return Materials Authorization)**

- All RMA parts sent to the service provider for warranty replacement must be returned to Rytec Corporation within fifteen (15) days. Parts not returned promptly will be subject to loss of warranty status and will be made billable. Payment for any and all parts not returned will be due immediately.
- All parts should be returned to Rytec with the proper RMA paperwork. This paperwork, as well as a prepaid return label, will be sent to you in the box with the replacement parts. This return label must be used, as it references the RMA number needed for processing the return. Without all required paperwork, credit cannot be processed and parts will remain billable.
- Upon inspection of the parts by Rytec, one of the following steps will be taken:
  - **Warranty Approved:** A credit will be issued for the warranty part(s) used.
  - **Warranty Denied:** There will be no allowance for the parts used and the open parts invoice will be due and payable. If requested by the service provider, the parts found not to be defective will be returned to the service provider at their expense.

## **Non-Warranty Returns - Restock Fees**

Rytec will issue a RMA for the return of parts and accessories not considered warranty. Not all parts are returnable. Only stock parts - in new, unused condition - are returnable within 60 days of original shipment date. Any configured or made to order items including motors and control boards are NOT returnable.

A restocking fee of 30% will apply to all acceptable parts returned for credit. A minimum restock fee of \$50.00 will apply. Return freight costs are paid by the service provider, unless otherwise agreed to by Rytec.



## EXHIBIT A

### STANDARD WARRANTY REPAIR TIME GUIDELINES

<u>Component</u>	<u>Recommended Repair Times (hrs)</u>
Actuators (photo eyes, pull cords, loop and motion detectors etc.)	1
Bottom Bar Assembly	2
Reversing Edge	2
Mobile Unit	1
Encoder	1
Wireless Battery	1
Control Box/board	2
Counter Weight Straps	2
Tension Straps	2
TSI Panel	4-5
Roll Door Panels (without head weldment)	1-2
Roll Door Panels (with head weldment)	2-3
Motor/Gearbox	2
Timing Belts (Spiral)	2
Light Curtains	1
Pressure Switch	1
Spring (Spiral)	1
Wind Bar / Ribs	2
Drum	3
Limit Switches	1
Control Box Overlay	1
Complete Spiral Panel	3
Side Columns (doors with head weldments)	3
Side Columns (doors without head weldments)	2
Full Set Of Hinge Rollers (Spiral)	2-4 (based on door size)
Hoods	2
Blowers	2
Turn Arms	3
Brush And Seals	2
Windows With Borders	1
USB	1
LEDs	1
Transformers	1
End Brackets / Tabs	1



# WARRANTY CLAIM FORM

## EXHIBIT B

ALL WARRANTY CLAIMS MUST BE SUBMITTED WITHIN 30 DAYS OF WORK PERFORMED

SERVICE PROVIDER INFORMATION			CUSTOMER INFORMATION	
[Name]			[Name]	
[Street Address]			[Street Address]	
[City, ST ZIP Code]			[City, ST ZIP Code]	
DOOR INFORMATION				
DOOR TYPE:			SERIAL NUMBER:	
INCIDENT NUMBER (REQUIRED):			DOOR CYCLE COUNT:	
PROBABLE CAUSE OF FAILURE (PLEASE EXPLAIN IN DETAIL. ATTACH PHOTOS IF POSSIBLE.)				
WORK PERFORMED				
NON RYTEC PARTS (IF APPLICABLE; RECEIPT REQUIRED.)				
QTY.	PARTS USED		PRICE	TOTAL
RENTALS (IF APPLICABLE; RECEIPT REQUIRED.)				
QTY.	RENTAL EQUIPMENT		PRICE	TOTAL
TRAVEL				
QTY.	DATE	DISTANCE (ROUND TRIP)	RATE	TOTAL
LABOR				
QTY.	DATE	BRIEF DESCRIPTION OF WORK PERFORMED	RATE	TOTAL
SIGNATURE:		DATE:	TOTAL INVOICE AMOUNT:	