



## HIGH-PERFORMANCE DOORS

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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 or email Rytec prior to performing any work that may be warranty related. **Tech Support can be reached by calling 800-628-1909 and selecting option 1, or by emailing [helpdesk@rytecdoors.com](mailto:helpdesk@rytecdoors.com).** The servicing technician should obtain an Incident Number from the Rytec Technical Support agent 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. 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 troubleshooting of the issue may be necessary.

If unable to reach Rytec Technical Support, the service provider must call or email within 48 hours from the date of service to obtain an Incident Number.

### Warranty Travel Time & Rates

Warranty travel time in excess of 3 hours each way (6 hours round trip) 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 Owner's and Installation Manuals and service bulletins are available electronically via the Rytec website at [www.rytecdoors.com](http://www.rytecdoors.com) and the [Rytec Technical Education Center \(TEC\)](#). 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.**

### **Warranty Parts**

All warranty replacement parts that are critical to door operation will be shipped UPS Red unless the item has to ship via truck due to size/weight. Any parts not critical to door operation, or to replenish parts a dealer used from their stock will be shipped UPS Ground.

### **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.

### **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 cost of the Rytec service technician's on-site service visit will be incurred by Rytec.

If Rytec determines that the issue is related to a door and/or door component that was not installed per the manufacturer's installation instructions, the Rytec technician's service visit, as well as the necessary replacement parts costs, will be incurred by the company that was hired to perform the installation (Responsible Installer).

If the Responsible Installer is unable to be on site for repairs, and a third-party service agent is needed to complete the repairs, the Responsible Installer will be invoiced for any costs Rytec incurs for the service provided by the third party.

If the Responsible Installer subcontracts the installation or service to a third-party service agent, the Responsible Installer will be invoiced for any Rytec service technician's travel costs, not the subcontractor.

If the Responsible Installer is unwilling to incur the costs associated with the service performed by Rytec's service technician, Rytec reserves the right to withhold payment for the cost of Rytec technician's travel and service.

Rytec service charges are \$180 per hour plus travel costs, with a minimum charge of 8 hours on-site.

### **Parts Returns**

#### **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:** You will not be invoiced for the supplied parts.

**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 an 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.

## **Warranty Invoicing Information**

All invoices must be accompanied by a Rytec Warranty Claim Form, as well as any service tickets the dealer may have to support the claim. 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 (most of which goes on the Warranty Claim Form):

- Incident Number (received from Rytec Technical Support)
- Name of the Rytec Tech Support agent that fielded the call or email
- Door Serial Number
- Customer Name, Address Phone and Contact person
- Detailed description of problem and solution
- Digital pictures of problem (unless provided to Tech Support during troubleshooting)
- 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 the receipt or invoice for these expenses**
- Digital picture of door / issue once operational (unless provided to Tech Support after troubleshooting and repair are completed)

**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. Warranty labor claims received when an RMA is involved will not be accepted until after the RMA has been received.**

**Warranty labor claims that do not include all necessary information will result in a request for the necessary information. If that information has not been received after a week, a second and final request for the information will be sent. If the requested information is not supplied within 30 days of the initial request, the claim will be denied.**

Rytec will pay invoices within 60 days of receipt of all completed paperwork.