

Dedicated to providing World Class Customer Service
For direct assistance, please contact JTECH's customer Care Department at wecare@jtech.com

*Providing cost-effective, responsive and quality service are the keystones of the JTECH business philosophy. In order to continue providing the most reliable service available in the industry today, JTECH offers the following **In-Warranty** service programs:*

Standard and Extended Warranty Programs

- JTECH offers standard one-year and two-year manufacturers' warranties, depending on system selections. Our *Return and Replace Program* is standard for all pagers and peripheral devices, while master transmitter units are supported with our *Advance Replacement Program*.
- A one-year manufacturer's warranty is offered on all JTECH paging systems, except for our CommPass® System with MediPass™, ShopperPass™ and GuestPass™ which is supported with a standard two-year manufacturers' warranty.
- Our Hospitality customers benefit by our In-Warranty programs through favorable Lost Replacement pricing on pagers and Glowsters, and CommPass. Extended Warranty Options are always available at [special advance-purchase pricing](#) through your Account Executive at the time of new system purchase.
- In addition, JTECH offers extended warranty purchase options through our customer Care Department after the initial system purchase on most systems. JTECH's extended warranties protect your new paging system investment for up to 36-months in total.

Return and Replace Program

- All Pager Products and Peripherals will be serviced on a Return and Replace basis. Call our customer Care Department and request a Return Material Authorization number (RMA), then ship back the malfunctioning units, clearly displaying the RMA number on the package.
- JTECH will either repair the unit(s) or replace with like new compatible equipment and ship back to you via UPS 2-Day Service. (Quicker freight methods are available, at an additional fee.)
- All Out-of-Warranty Master Transmitter Units are on a Return and Replace basis. Call our Customer Care Department and speak with one of our qualified service staff to troubleshoot the malfunction. If the unit requires repair, an RMA will be offered. (Expedited replacement services on out-of-warranty transmitters are available at a nominal fee.)

Advance Replacement Program

- All In-Warranty Master Transmitter Units and chargers are serviced through our Advance Replace Program.

Return and Replace Service Program Steps

If we are unable to resolve the problem over the phone, then the appropriate return/replace service activity will be arranged and conducted as follows:

- A JTECH Customer Care Representative will issue a Return Material Authorization (RMA) document specifying the inoperable equipment that requires repair. JTECH will ONLY service equipment that MATCHES what is stated on the document. Therefore, should you have any additional equipment to send back for repair that is not noted on the RMA document, please call our service department to reconcile the matter prior to shipping back any additional equipment.
- Once you have confirmed that the equipment stated on the RMA matches the equipment you intend to send back, please secure the equipment in a box, **write the RMA number on the outside of the box**, and enclose the actual RMA document provided in the box and ship it to JTECH. For your own protection, JTECH strongly urges shipping the equipment via a traceable method such as Fed-Ex, Airborne, or UPS. The shipping charges for returning product to JTECH are the customer's responsibility.
- JTECH's repair service will commence once the RMA and MATCHING equipment is received into our system. Our standard turnaround time is 5 to 7 business days from receipt.
- JTECH ships all service replacements via UPS 2-Day service. JTECH absorbs the shipping charges for this method of shipping. If expedited shipping is requested, these additional freight charges are the responsibility of the customer.
- All existing warranties for pager products and peripherals are supported with this Return/Replace program.

Please Note: JTECH Communications, Inc. is not responsible for equipment returned with customized labels or inserts. Prior to sending equipment back, PLEASE detach all customized labels or inserts on the product being returned.

Advance Replacement Program Steps (Master Transmitter Units)

We realize that once you have derived the benefits of system operation and have come to rely on our wireless messaging solutions, you cannot afford to have your system be down. JTECH's Advance Replacement Program for Master Transmitter Units and chargers is a value-added service offering that we extend to our In-Warranty customers, at no additional charge, to minimize your downtime. Our goal is to get your system operational as soon as possible. Here's how it works:

- Call JTECH at 800.321.6221 and "press 6" for Service. A Customer Care Representative will work with you to troubleshoot the problem.
- The following master transmitter units are supported: GuestAlert 100 & 200 Series, ServAlert 100 & 200 Series, DigiCall, XT, ServAlert Server Cancel Panels (all models), PeopleAlert 2600 and 2601 and all SmartAlert Series Transmitters.
- If we are unable to resolve the problem, we will verify material availability and arrange for a service replacement transmitter to ship from our factory within 4 business days. The advance replaced transmitter will arrive with a packing list and a Return Material Authorization (RMA) document. To avoid a charge for non-return of equipment, return the defective transmitter within 10 business days, of receipt of the advanced service transmitter. Please write the RMA Number provided on the outside of the box for tracking purposes, and then place the RMA document inside the box you are sending back.

Advance Replacement Program Steps (Pagers and Peripherals)

Unlike many manufacturers, JTECH offers an "Advance Replacement Option" for pagers and peripheral products as another value-added service offering. Advance Replacement for pagers and peripheral devices is contingent upon material availability. We provide this service to limit your downtime and keep the paging system operating at 100%.

- If you're interested in this expedited service, please ask our customer Care Representatives for information on fees associated with this premium service.
- The following products are supported: All Pager products including but not limited to, 100 Series and Legacy Vibration, Vibe/Tone/Flash, Digital and Glowster® I pagers, 100 and 200 Series Glowster Plus and Glowster Plus with Voice, 200 Series RapidCall™ Vibration, Numeric and Alphanumeric pagers, all pager Charging Racks and Charging Trays and other peripheral devices.
- If you select the optional Advance Replace Service, our Customer Care Representative will verify material availability and arrange for a service replacement unit to ship from our factory within 4 business days.
- The advanced replacement unit(s) will arrive with a packing list and a Return Material Authorization (RMA) document. To avoid any additional charges for non-return of equipment, include the RMA document in the box you are sending back to JTECH. Please write the Return Authorization Number on the outside of the box for tracking purposes.
- For order processing and payment, JTECH requires either a valid NET terms account, a valid credit card or C.O.D. This will process will guarantee the subsequent return of the defective equipment. If the defective equipment is not received back at JTECH within 10 business days of your receiving the advance replacement unit, JTECH will charge the account or credit card number for the list price amount of the advance replacement equipment.

Standard and Extended Warranty Program Steps

- Our standard one-year and two-year manufacturers' warranties are supported by our Return and Replace Program for all pagers and peripheral devices, while master transmitter units and chargers are supported with our Advance Replacement Program.
- The standard or extended warranty does not cover the replacement of power adapters, antennas, pager belt clips, pager promobacks, pager battery doors and buttons, user-replaceable batteries (alkaline or rechargeable), pager neck chains, paging storage racks, liquid damage to pagers and transmitters, lightning strikes or other acts of nature that could affect performance of the master transmitter or pagers.

Service Offerings are subject to change without notice.