

ADSI Service Policies - Please Read, Sign and Fax to (603) 216-6345

NOTE: Effective July 1, 2013, NON-WARRANTY Technical Support calls will no longer be free of charge. Please see the Non-warranty section below for details.

Please consider that troubleshooting electronic equipment this complex can sometimes take multiple attempts to repair. Often times there is a sequence we use to get to the root of an issue. It is always best from a manufacturer's point of view to have the complete system in-house to ensure that the issue is resolved the first time around. Please consider all aspects before making your decision as to which option to utilize. We make every attempt to minimize downtime for our customers, and sometimes the best way is to have the machine in our facility. All service calls require that you provide us with your model number and serial number. Please have this information ready when the call is placed to ADSI.

WARRANTY SERVICE:

Option 1)

ATTEMPT TO REPAIR OVER THE PHONE: We do not normally encourage customers to repair ADSI equipment on their own. Sometimes, in the interest of minimizing downtime, and under the guidance of ADSI service personnel, we will try and repair an issue over the phone. This may require that you ship us parts from your machine as per the warranty statement found in the front of your ADSI user's manual, or for ADSI to ship parts to you for installation.

NOTE: Any replacement parts shipped to you require that you ship the old parts back to ADSI unless previously approved. Failure to do so will result in the parts being charged to you. All returned parts require a Return Material Authorization number (RMA), which must be obtained from an ADSI representative prior to return shipment and noted on the box the parts are shipped in.

All phone-supported repairs are handled on a per-case basis, and at the discretion of ADSI Service personnel.

Option 2)

SERVICE AT ADSI FACILITY: Requires the customer to ship the machine to ADSI for repair under the terms of the written warranty statement found in the user's manual. Parts and labor are provided at no charge to the customer during the warranty period, but the customer is responsible for freight to and from ADSI.

Option 3)

ON-SITE SERVICE: For the cost of all airfare and travel expenses, we will send an ADSI technician to your facility to repair in-warranty equipment. Parts and labor are provided at no cost to the customer. Bear in mind that on-site service is sometimes not the most cost or time-effective way to resolve issues and may result in longer down time due to scheduling of airfare, etc.

NON-WARRANTY SERVICE:

In most out of warranty repair scenarios, we require customers to send the machine to us for repair. This is the best way to ensure that the machine you get back will be fully functional upon arrival at your facility and minimize downtime in the long run.

In some cases we may determine that the problem is a simple one, such as a belt, and decide the issue may be resolved without shipping the machine in. In this case, you can decide to repair the machine yourself. This will require us to ship parts to you for installation. Parts will be charged at retail pricing prior to shipping. This method may ultimately increase downtime and/or may take more than one attempt to resolve the issue. If the issue cannot be resolved in a timely manner, the machine will be required to be shipped to ADSI for factory service.

NON-WARRANTY TECHNICAL SUPPORT CALLS: Non-warranty phone calls are free for the first 15 minutes.

If the issue cannot be resolved within that timeframe, the call will be subject to a \$95.00 PER HOUR charge, with a minimum of one hour being charged.

One hour technical support blocks can be purchased in advance by calling 603-216-6344. When you call in for support, the technician will time each call, and keep a running tab of the time you have left.

A credit card at the time of the call will be required in order to process payment. A credit card authorization form is included on page 2 for you to fill out, sign and fax back before further support is possible.

NOTE: A credit card number is required at the time of shipment of any parts. In a warranty situation, the card will not be charged with the exception of shipping charges, as long as parts are returned to ADSI in a timely manner determined by ADSI personnel.

Non-warranty parts are required to be paid in full prior to shipment.

Company Name _____ Please print name here _____

I have read and agree to the above policies _____ Date _____



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