





1725 MacLeod Drive  
Lawrenceville, GA 30043  
770.287.3100   
info@trentonsystems.com 

## TRENTON SYSTEMS SERVICE POLICY

- Trenton Systems products carry a 5-year warranty. Any third-party components included in a Trenton Systems' product are warrantied under the terms of the third-party components manufacturer.
- Any out-of-warranty products brought in for repair will incur:
  - A \$1000 fee for analysis per board submitted.
  - A \$1500 fee for analysis per system submitted.
  - A purchase order is required before a service order is assigned.
- Trenton Systems verifies a product's warranty by the serial number on the part, board, or system. Requestors must identify the serial number when submitting their service request so that Trenton Systems will be able to honor the requestor's warranty agreement if the unit in question must be brought in for repair.
- Trenton Systems requires that every service order submitted must also include a description of the problem, any data or debugging information collected, and a description of how the customer was able to reproduce the problem. Any service order requests that are sent to our facility without this information will incur an additional \$1000 up-front fee, regardless of warranty.
- Trenton Systems honors warranties for the initial purchaser of Trenton Systems' products. If this service request is not from the original purchaser of the system or unit, please contact the supplier of the item for assistance towards a repair.
- Any units for which Trenton Systems' technicians cannot duplicate the specified problem based on available information will incur a \$1000 fee on products outside of warranty.
- Any units found to have accidental/incidental damage caused by the customer will incur an additional \$2000 fee regardless of warranty. If the damage is greater than \$2,000, then the requestor will need to issue a purchase order for the actual

estimated cost.

- Trenton Systems will cover replacement materials for in-warranty products. Out-of-warranty products with labor and material costs above \$50 will be quoted for customer approval to proceed with the repair.
- The repair requestor will incur the expense of shipping a unit for repair to Trenton Systems. Trenton Systems will pay for return shipments after in-warranty or out-of-warranty repairs are completed via UPS Ground. Should another shipment method be preferred, the requestor must provide the account number and shipment method to be utilized.
- To request an RMA, please submit a ticket [here](#); for all updates, please contact Anuska Pokler ([apokler@trentonsystems.com](mailto:apokler@trentonsystems.com)).
- Please contact your Account Manager if you wish to be quoted for a replacement unit for an end-of-life or unrepairable product. Should you need assistance learning whom to contact, please reach out to us at [sales@trentonsystems.com](mailto:sales@trentonsystems.com) to request a quote.