



## **TRITON WARRANTY PROCEDURES MANUAL**

*TRITON'S MOST COST EFFECTIVE APPROACH TO SERVICE SUCCESS*

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## I. OVERVIEW

The purpose of the Triton Warranty Policy and Procedures Manual is to assist Triton Authorized Service Contractors (TASC) in submitting warranty claims to Triton Systems of Delaware, Inc. (Triton). It contains information concerning part replacement and labor reimbursement pertaining to warranty policy. Please contact the Triton Warranty Administrator office for a TASC application if you are not already participating in the WATCH system. Exceptions to this manual will delay fulfillment of claims submitted and may affect payment consideration. All personnel who are directly involved with warranty service work and the submittal of parts and labor claims should carefully review this manual.

Any questions that may arise which are not covered in this manual should be directed to your Triton sales representative or to the Triton Warranty Administrator at 1-901-248-6162, Monday through Friday, 8 a.m. to 5:00 p.m. CST.

This manual has been divided into eight major sections including this introduction. Revisions will be issued as needed and will be communicated by technical and marketing bulletins and/or publication changes. A brief description of each section within this manual is given below.

**Warranty and Limitation of Remedy and Liability** - This section provides Triton's statement of limited warranty along with a warranty disclaimer and limitation of liability.

### **Warranty Policy**

Triton's sole obligation to its customers, including warranty, is set forth in the above Limited Warranty and Warranty Disclaimer and Limitation of Liability. In addition, the following policies apply: Pre-Authorization, Pre-Authorization during Non-Business Hours, Replacement Parts Used in Warranty, Standard Service Parts Warranty, Tool Rentals, Articles Not of Triton Manufacture, Refurbished Replacement Parts and Installation/Relocation Warranty Registration.

**Installation and Relocation Warranty Registration** - This section contains information on how to register Triton products for warranty coverage via The Internet. It is the responsibility of the selling distributor to immediately register the installation or relocation of any Triton product under warranty. Proper administration of Triton's warranty policy depends on the accurate and timely registration of installed products. Warranty service claims will not be honored unless the product has been registered for warranty within the proper timeframes

**Reporting Warranty Service** - This section contains instructions on creating WATCH Tickets (WeWatch Tickets, Labor Warranty claims). Labor Warranty claims to Triton must be submitted via the WATCH website, in the form of a WeWatch Ticket, within 30 days of servicing the unit. The WATCH website is the method by which labor warranty claims are submitted and from which parts are replaced when labor warranty is in effect and labor charges are credited. For convenience and speed of credit, Triton has developed the Triton WATCH system. Please instruct your representatives to close and submit claims to Triton using their laptop, or desktop. It will result in faster credit and provide you with on demand tracking of the status of your warranty claims. A Triton Trained and Certified Technician must perform all labor to qualify for labor credit. The technician's full name is required in the TECHNICIAN NAME FIELD on the WeWatch Ticket. Labor warranty claims are processed through The Watch System upon receipt of the defective part, which must be received by Triton within 30 days from service date for Replace to Stock or 30 days from RMA date on Credit Against RMA. The warranty claim will not be processed until the parts used have been returned to Triton. Return the defective part in accordance with section Returning Warranty Parts and Parts Policy. If you are not already participating in the TASC Program, please contact Triton's Training Coordinator office at 1-901-248-6162 or email your contact person, company name, postal address and phone number to [tasc@triton.com](mailto:tasc@triton.com) for a TASC Packet.

### **Warranty Service Policy**

Matters explained in the Warranty Service Policy section are as follows: Qualified Service Personnel, Additional Service Personnel, Multiple Trips, Time on Job, Labor Rates, Overtime, Mileage and Travel Time, Normal (Routine) Maintenance and Testing, Non-Operational Problems, Meals, Lodging and Travel Expenses, Reasonable and Customary Labor Charges, Flat Rate Table, and Non-conforming Installations.

**Returning Warranty Parts and Parts Policy** - Parts used from the service provider's stock to fulfill a Triton warranty claim will be replaced to the service provider's stock. This section includes the process for obtaining replacement parts for parts used in warranty service. To return parts, you must choose Replace To Stock on the WeWatch Ticket when using parts from your stock, place the defective part in a box and write the WeWatch Ticket number on the outside of the box OR choose Credit Against RMA on the WeWatch Ticket when ordering a replacement part that is not in you stock, write the RMA number on the outside of the box and return the defective part to Triton. No charge warranty replacement part orders will be processed immediately upon acceptance of the parts being returned.

**Payment and General Policies** - This final section describes Triton's payment policies and process by which reimbursement for labor and mileage is made.

## II. WARRANTY AND LIMITATION OF REMEDY AND LIABILITY

Triton Systems of Delaware, Inc. warrants its products, excluding software and related documentation, against any defect in materials and/or workmanship in accordance with the following schedule of periods:

Schedule of Warranty Time Periods	
Coverage	From Date of Shipment
Labor	90 days
Parts	13 months

If a part fails due to defects in materials and/or workmanship within the warranty period, Triton will furnish a new or refurbished part, at its discretion, provided the failed part is returned to Triton. Triton will also pay for the reasonable services of a Triton Authorized Service Contractor (TASC member) for the on-site repair or replacement of the failed part. Triton shall not be responsible for misuse, abuse or vandalism of a product. Any attempts to remove or deface the serial number or date code on a product or any parts thereof; or any attempt to repair the product or repair or replace any parts by anyone other than a Triton Authorized Service Contractor will void this warranty. Paper replacement and battery replacement are not warranty issues.

### Limited Warranty Covers Normal Use. Triton Does Not Warrant Or Cover Damage:

- occurring during the shipment of the product or components from or to Triton's facilities
- caused by accident, impact with other objects, dropping, falls, spilled liquids, immersion in liquids or vandalized.
- caused by a disaster such as fire, flood, wind, earthquake, lightning, hurricane or other acts of nature
- caused by failure to provide a suitable installation environment for the product, including but not limited to, faulty wiring in the building in which the product is installed, installation in a facility with uncontrolled environmental conditions, failure to provide a dedicated electrical circuit and dedicated phone line on which the product operates, and/or lack of proper earth grounding for the product
- caused by the use of the product for purposes other than those for which it was designed
- resulting from improper maintenance
- caused by any other abuse, misuse, mishandling, or misapplication

Under no circumstances shall Triton or its suppliers be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to: loss of profits, loss of revenue, loss of data, loss of use of the product or any associated products, cost of capital, cost of substitute or replacement product, facilities or services, downtime, purchaser's time, the claims of third parties, including customers, and injury to property.

## Disclaimer of Warranties

THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THE PRODUCT. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR QUALITY OF SERVICE), ARE HEREBY DISCLAIMED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY TRITON, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

## III. WARRANTY POLICY

Triton's sole obligation to its customers, including warranty, is set forth in the above Limited Warranty and Warranty Disclaimer and Limitation of Liability. In addition, the following policies apply:

### Pre-Authorization

Certain repairs and/or specific types of service situations require prior authorization to qualify for warranty payment consideration. They are:

- Extended travel time beyond one hour and/or 100 miles;
- Extended time on job beyond one hour, which is allowed in the flat rate chart (see Warranty Service Policy page 9)
- Software replacement
- Upgrade to latest revision component when no fault was found

Prior to exceeding the flat rate times allowed for certain repairs or travel or for performing the other services listed above, the service provider must call Triton Technical Services Department at 1-800-259-6672 or 1-901-248-2047 for pre-authorization to proceed at Triton's expense. Please have available, at the time of the call, the **SERIAL NUMBER** of the UNIT and the information from the WATCH Ticket (WeWatch Ticket, Warranty Labor Claim) that will be submitted along with an appropriate explanation and justification. If approved, the service provided will be given an authorization code (**Service Request Number**) to be entered in the WeWatch Ticket. Failure to enter this special authorization code may result in an adjustment to the charges allowed.

In addition to the specific pre-authorization and codes discussed above, Triton's Warranty requires the service provider always note on the WeWatch Ticket in the "Work Comments" field, any context of communication with Triton Technical Services Department. Also, in the "Technician's Name" field, on the WeWatch Ticket, the technician's full name.

### Pre-Authorization During Non-Business Hours

During non-business hours, pre-authorization is automatically granted for any of the service situations discussed above, provided an emergency situation exists at the service location. The only emergency situation considered applicable for automatic pre-authorization is defined as one which, places the general public at risk, such as but not limited to exposed wiring hazard of electrical shock. It is important to note that this automatic pre-authorization is contingent upon receiving formal authorization from Triton at the earliest possible opportunity the next business day. Failure to obtain such authorization may result in an adjustment to the charges allowed.

### Replacement Parts Used in Warranty

Replacement parts used during the performance of warranty work assume the warranty of the originally installed (host) product are covered thereunder. These parts do not, of themselves, have a warranty. The parts that have been replaced under warranty become the property of Triton. When returned to Triton, these parts will be repaired or replaced and returned, free of charge, including return freight, provided the part (or parts) was/were received by Triton and the WeWatch Ticket number or RMA number, which ever applies, is clearly marked on the outside of individually packaged parts.

## **Standard Service Parts Warranty**

Should any Triton purchased service part(s) fail within 180 days from the date of shipment, it will be repaired or replaced and returned, free of charge, provided the part(s) is under part warranty and part is returned to Triton with an RMA # within 30 days of RMA issue date.

## **Tool Rentals**

The warranty does not cover equipment rental charges for tools or equipment utilized to remove or repair equipment and such charges are not covered.

## **Articles Not Of Triton Manufacture**

Any item(s) designated as manufactured by others shall be covered only by the express warranty of the manufacturer thereof.

## **Refurbished Replacement Parts**

Triton reserves the right to utilize refurbished parts in support of its warranty obligation.

## **Transportation Damage to Equipment**

It is the receiving party's responsibility to file a damage claim with the freight carrier when equipment is received damaged. If damaged equipment is received, the service provider should be sure to sign the freight bill as damaged and call their Account Manager at Triton for special instructions and assistance.

## **IV. INSTALLATION AND RELOCATION WARRANTY REGISTRATION**

Triton warranty policy requires that warranty registration be completed at the time of product installation or reinstallation (relocation) and immediately submitted (within 10 days of installation date). To register Triton ATM Units for warranty go to [www.tritonatm.com](http://www.tritonatm.com) choose Service and Support then Warranty. Click on, "Online Registration Form". Complete the Registration Form within 10 DAYS OF INSTALLATION TO REGISTER WARRANTY. Failure to properly register products for warranty within 10 days of installation or relocation of the product can affect the extent of your warranty.

## **Preset Data**

Before you can use the WATCH system and database or submit a labor warranty claim, Triton's Warranty Administrator will preset all user profiles including corporate, region, distributor, and service provider data. Profile data will include corporation name, location, telephone, fax, email, and contact names. Your profile data is obtained from the TASC application, which is completed by the TASC member furnished to Triton's Warranty Administrator. Also, Triton's Warranty Administrator will provide user training and other assistance in using WATCH as necessary during the initial implementation.

## **Creating A Site**

When new Triton equipment is installed or moved to a new location, it will be necessary to create a site, in the WATCH system, where the Triton equipment is installed. For help in creating sites contact Triton's Warranty Administrator at 1-901-248-6162.

## **Instructions for Creating Sites on WATCH to Qualify for Warranty Coverage**

For help in creating sites and tickets, contact Triton's Warranty Administrator at 1-901-248-6162.

## **V. REPORTING WARRANTY SERVICE**

All Triton warranty service work must be submitted to Triton via The Internet at [www.WeWatch.net](http://www.WeWatch.net). A maximum of one serial number of equipment, one service call and one unit failure may be reported on one WeWatch Ticket. Use additional WeWatch Tickets if necessary to report all work performed on each service call. The ticket must be submitted within 30 days of the performance of the service work to be considered for payment. The WeWatch Ticket number will be used as a reference number when payment and part replacement orders are processed. This is the reference number to be used when corresponding with Triton concerning warranty replacements or warranty return goods. Please have this number available when contacting Triton.

### **Creating A Ticket**

For communication and control purposes, the Triton Warranty Administrator uses the WATCH Ticket (WeWatch Ticket, Warranty Claim) and the ticket number. When Triton equipment under warranty requires repair and maintenance, it will be necessary to prepare and submit a WeWatch Ticket for that service call. This will initiate the warranty claims process. Also, the WeWatch Ticket number will be used for parts identification and tracking. (See Section VII Returning Warranty Parts and Parts Policy.)

### **Instructions for Creating WeWatch Tickets on the WATCH System to Submit a Warranty Claim.**

For help in creating sites and tickets, contact Triton's Warranty Administrator at 1-901-248-6162.

## **VI. WARRANTY SERVICE POLICY**

All services, for which Triton is responsible, as stated in the warranty policy, and as authorized by Triton, must adhere to the follow policy.

### **Qualified Service Personnel**

WeWatch Tickets submitted for work performed by untrained personnel are not permitted and will not be approved. Technicians are considered trained and certified by their successful completion of the appropriate training classes administrated by Triton Training Instructors only and evidenced by Triton's issuance of a certificate of training.

### **Additional Service Personnel**

Unless prior authorization has been received, WeWatch Tickets submitted with charges for more than one technician will not be accepted. When two technicians are allowed, the second person must be billed at a helper rate, which is normally half the normal rate charged.

### **Multiple Trips**

Labor for multiple trips due to lack of parts, technician's lack of experience to correct the problem, or lack of proper tools will not be accepted.

### **Time on Job**

To be considered for payment, labor times for service work must be reasonable for the work described, not more than one hour at site. Expenses incurred because of improper diagnosis, excessive man-hours, or deviations from current policies will not be accepted.

## Labor Rates

Labor rate schedules must be approved and on file in the WATCH system. The labor rate charged to Triton must be consistent with the rate that the service provider charges other preferred customers for like services, not to exceed \$78.00 per hour. Requests for labor rate increases must be submitted in writing to Triton Warranty Administrator for approval. Individual fields are provided to itemize labor hours and minutes on the WeWatch Ticket. Travel time and time on job must be separate. WeWatch Tickets will not be processed with travel time and on job time combined.

## Overtime

WeWatch Tickets submitted are processed for overtime rates upon approval from Triton Services in Long Beach, MS (refer to the pre-authorization procedure in Section III page 5 of this Warranty Policy). Overtime will be approved only in accordance with the following schedule below:

Nights, Saturdays (Local time) = 1.5 times regular approved rate not to exceed \$117.00.

Sundays, Holidays = 2.0 times regular approved rate not to exceed \$156.00.

## Mileage and Travel Time

The standard allowable charge for travel, without pre-authorization from Triton, is 100 miles at the rate of .46 per mile and one-hour travel time at \$78.00. To qualify for travel charges beyond this standard, the service provider must first obtain authorization from Triton and be the closest available qualified service organization. Unless prior authorization was received, any WeWatch Ticket exceeding the standard charge will be processed at the "allowable" amount only. In any event, WeWatch Tickets that exceed the standard will be adjusted to equal the travel time that would be incurred by the nearest service organization.

## Normal (Routine) Maintenance and Testing

No WeWatch Tickets will be accepted for normal routine maintenance such as cleaning, lubricating, or adjusting components and assemblies or for replacing consumable items such as paper, ribbons, bulbs, filters, batteries, etc.

## Non-Operational Problems

Problems resulting from errors in the operation or programming of the system are specifically excluded from warranty service. These include but are not limited to: clearing paper jams from printers, reprogramming the system, electrical circuit breakers inadvertently switched off, additional training of location personnel, responding to false alarms, phone line problems etc.

## Meals, Lodging and Travel Expenses

Employee meals and lodging for overnight stays and travel expenses, other than mentioned previously, are specifically excluded from warranty coverage and do not qualify as reimbursable expenses.

## Reasonable and Customary Labor Charges

The following flat rate table contains the time allowed (in minutes) which are considered the reasonable and customary time limits to accomplish typical repairs. These times are based on national averages accumulated over many repairs and include both the times to diagnose the fault as well as replace the component. **If a technician has been on the job for 30 minutes without identifying the cause of the failure, he/she should immediately call Triton's Technical Support at 800-259-6672 for technical assistance and guidance.** Excessive labor hours, which exceed these limits, will only be allowed under the direct telephone supervision and approval of a technical service representative from Triton.

Note: 60 minutes is the maximum time allowed for diagnosis and completion of any repair on a Triton product. Deviations from this maximum or the limits established above, without prior approval before commencing work, will result in an adjustment in labor charges to the reasonable and customary limits indicated.

## Flat Rate Table

Component	Time Allowed in Minutes
Main CPU board (less programming)	60
SPED Board	60
Programming ATM	60
Memory Module	60
Card Reader	60
Key Pad(s)	60
Power Supply/Surge Suppressor	60
Display (Color, Mono, LCD)	60
Printer Controller	60
Printer Assembly	60
Lock Box (Cassette)	60
Lock Assembly	60
Ribbon Cables/Sensors	60
Modem	60
Dispenser Mechanism	60
Electronic Journal	60

### Software-Replacement or Upgrade Charges

Software replacement or upgrade (including programming), is not covered under Triton Warranty unless directed by Triton and carry a Triton Service Request Number issued by Triton. The Service Request Number must be listed on the WeWatch Ticket for labor reimbursement.

### Non-conforming Installations

Extended service times and other extraordinary expenses related to servicing Triton products that have not been installed according to Triton specifications or standard industry practices are not covered by warranty. Only the reasonable and customary labor charges for typical repairs will be allowed.

## VII. RETURNING WARRANTY PARTS AND PARTS POLICY

All parts used in warranty service for which Triton is responsible, as stated in the warranty policy, and as authorized by Triton, must adhere to the following warranty parts policy. Triton's warranty policy pertaining to parts is divided into two categories, Warranty Parts Replacement and Warranty Parts Orders.

### Warranty Parts Replacement (Inventory Replace To Stock)

Service providers that need a part to complete a warranty repair should use the parts from their stock inventory and create a WeWatch Ticket in the WATCH System for labor reimbursement on the service call. In creating the WeWatch Ticket, you must choose Replace To Stock on the WeWatch Ticket, place the defective part in a box and write the WeWatch Ticket number on the outside of the box and return the defective part to Triton. When Triton Receiving receives the defective part, an RMA will be created to receive the defective part and a Sales Order will be created to send the replacement part to the service provider to replace his stock inventory. Triton will pay the ground freight to and from Triton. If the defective part meets the warranty requirements, there will be no charge for the replacement part and the RMA will be credited.

### Warranty Parts Order (Advance Replacement and Credit Against RMA)

Service providers that need a part to complete an warranty repair and do not have the part in their inventory, must place an Advance Replacement Parts Order with Triton's Parts Department. Triton's Parts Department will create a Sales Order to send a Replacement Part to the service provider and create an RMA to receive the defective part. The service provider must have an account with Triton and orders are subject to Triton Services approval. When the service provider receives the replacement part and the service call is complete, the service provider must create a WeWatch Ticket in the WATCH System for labor reimbursement for the service call. In creating the WeWatch Ticket, you must choose Credit Against RMA on the WeWatch Ticket and you must enter the RMA Number and RMA Date on the WeWatch Ticket. Then place the defective part in a box and write the RMA Number on the outside of the box and return the defective part to Triton. When Triton Receiving receives the defective part, it will be received under the RMA number on the outside of the box. If the defective part meets the warranty requirements, there will be no charge for the replacement part and the RMA will be credited.

## Returning Parts to Triton

The service provider will be invoiced for Advance Replacement warranty part orders at the time that they are ordered. The service provider has 30 days to return the defective part. After 30 days no credit will be issued for returned parts. The invoice for the parts order will age on the customers account until the defective part is returned or the 30 day return period expires, which ever comes first. Defective warranty parts must be sent to Triton, clearly marked, on the outside of individually packaged parts, with the Triton RMA number or the WeWatch Ticket Number, which ever applies. Upon receipt and acceptance by Triton, of the parts returned, (see Warranty Parts Inspection page 11), Triton will process the credit against the outstanding advance replacement invoice.

Return all warranty parts **MARKED CLEARLY and BOLDLY with the WeWatch Ticket number or Triton RMA number (which ever applies) ON THE OUTSIDE OF THE RETURN SHIPPING PACKAGE** to:

**Triton Systems of Delaware, Inc.  
7585 A. E. Beaty Drive Suite #101  
Bartlett, TN 38133**

The return of any item other than failed warranty parts requires prior written approval. Returns without the WeWatch Ticket/RMA number or proper approval can lead to lost material, no-issuance of credit, and return of the material to sender, freight collect. Shipments of any unidentified and/or unauthorized material returns will be refused.

## Small Parts/Materials

Triton parts used with a list price of \$25.00 USD or less are to be charged to Triton. This charge should be listed in the "Other Charges" section of the WeWatch Ticket, and these parts should not be returned to Triton.

## Time Limitations

The return of failed warranty parts must be received within thirty days (30) days of the applicable warranty parts shipment to the service provider.

## Proof of Delivery

All returns are subject to Triton count at incoming inspection. In the event of lost shipments, a proof of delivery must be provided before action can be taken to correct the service provider's account. Only the part number(s) and quantity(s) listed on the WeWatch Ticket or RMA may be returned. Each part must be packed individually and should never be mixed.

## Freight Charges

Triton will pay the ground freight to and from Triton to have the replacement part sent to the service provider provided the failed part is under part warranty.

## Protective Packaging

All electronic parts are individually packaged and sealed in protective anti-static bags when shipped by Triton. When returning defective electronic parts, the defective part must be placed in one of these anti-static bags and shipped in protective packing cartons. Substantial damage can occur in shipment when these items are not properly packaged. Therefore, Triton highly recommends the original shipping cartons be reused for returning these items. Damage resulting from improper handling or packaging may result in rejection of the warranty claim.

## Warranty Parts Inspection

Aside from shipping damage, there are other reasons why a part may not be accepted at incoming inspection. In some cases, parts rejected at incoming inspection will be cause to disallow any associated labor reimbursements. The following are reasons for warranty parts rejection:

<u>Code</u>	<u>Reason Description</u>
001	Parts received without WeWatch Ticket number/RMA number marked on box
002	Parts were not properly packed for return shipment
003	Electro-static sensitive parts were not shipped in anti-static bags
004	Parts show signs of attempted repair by non-Triton employees
005	Parts were missing components
006	Boards were modified
007	Parts were added
008	Part number, date code, revision letter, or serial # tampered with
009	Parts were damaged due to physical abuse and/or misuse
010	Parts were damaged because of improper wiring and/or voltage
011	Parts were damaged by "acts of nature" such as storms and/or floods
012	Parts were damaged by fire
013	Parts returned did not match WeWatch Ticket
014	Parts show signs of vandalism

## Rejected Warranty Parts

Parts that are rejected at incoming inspection will be immediately returned to the sender at the sender's expense along with an explanation. Please refer to the next section (Payment and General Policies) for instruction on resubmitting parts and warranty claims.

## VIII. PAYMENT AND GENERAL POLICIES

All service for which Triton is responsible, as stated in the warranty policy and as authorized by Triton, must adhere to the following policy:

### Payment Policy

A Triton Trained Certified Technician must preform all labor and the Certified Technician's Name must be listed on the WeWatch Ticket. Labor warranty claims, processed through the Watch Systems, are paid monthly in the form of a credit to the TASC member's account with Triton. This credit is used to purchase future parts. Triton must receive warranty registrations within 10 days from the installation of the equipment, and all WeWatch Tickets for warranty service work must be received within 30 days of completion of work. All WeWatch Tickets that do not meet these guidelines will not be accepted and will be rejected without payment. Triton will process WeWatch Tickets (accept or return with specific reasons) within 30 days of receipt; however, any WeWatch Ticket must first be accepted. Any errors or omissions will delay the payment date. Payment date will not mature until corrections and/or explanations have been received and accepted.

### Adjustments to Payments

Triton will, from time to time, process WeWatch Tickets with adjustments so that payments for undisputed portions of the warranty work will not be delayed. Whenever a payment adjustment is made, an email describing the adjustment and the reason for it will be sent to the service provider. If a service provider has additional information regarding the job, which may change the payment amount, the service provider should reply in writing to Triton's adjustment email with supporting details. Triton Warranty Administration should be contacted in writing regarding any payment amounts still in dispute.

## **Returned Service Reports**

Occasionally, it is necessary for Triton to return a WeWatch Ticket in order to obtain required information. Any WeWatch Ticket, which is returned to the service provider, must be resubmitted within 30 days of the date of notice. Failure to resubmit the WeWatch Ticket within this time frame may result in delays or forfeiture of payment.

## **Payment Inquiries**

If a customer wishes to know the status of their request for warranty payment, they may call Triton Warranty Administration. The customer must be able to give the WeWatch Ticket number, date shipped, and any supporting invoice numbers. Triton will make every effort to process all WeWatch Tickets promptly. However, due to extenuating circumstances such as lost, strikes, fires, power outages, and the like, all service organizations should maintain a follow up system. When payments and/or responses have not been received within 60 days of submittal, the service provider should contact Triton Warranty Administration at 1-901-248-6162. Service Providers can fax inquiries to Triton Warranty Administration at 1-901-386-8725. Triton will respond to your inquiry within three business days.

## **Mailing Address**

### **All correspondence regarding reimbursement should be sent to:**

Triton Systems of Delaware, Inc.  
7585 A. E. Beaty Drive Suite #101  
Bartlett, TN 38133  
Attention: Warranty Administration

### **All parts are to be returned to:**

Triton Systems of Delaware, Inc.  
7585 A. E. Beaty Drive Suite #101  
Bartlett, TN 38133

Reports/Parts sent to other addresses or locations may not be processed within standard time frames.