



Customer Warranty Claim Procedures

Effective 1 August 2020

Overview:

ZGO stands fully behind its products with an outstanding warranty and we will work to resolve issues as quickly as possible to assure our customers' satisfaction with our products. This document is a supplement to ZGO's published warranty statement and is meant to clarify the process steps for warranty claims. The process is intended to provide quick remedy of the claim by hierarchical steps using problem solving to:

- Correct any product setup/install errors.
- Reset equipment to factory presets.
- Diagnose the problem and the best solution.
- Replace defective or damaged parts.
- Replace the whole product.

Reporting a claim:

A customer may report a claim to ZGO via either email, phone, or regular mail. Claims should be reported timely and will require the following:

- Name of the customer.
- Where the product is currently located and when the product was first installed?
- Who to contact and how to contact?
- Documentation of the purchase including the date, such as Purchase Order or Sales Order receipts.
- Identification of product such as part number, if not stated above.
- Description of the nature of the problem, along with photos or video showing details of the problem if possible.

To report a claim by phone, please contact Customer Service at 616-499-7995. To help us quickly identify the product involved, please have the above information available before calling.

New installations:

For new installations, often problems arise from improper assembly or electrical connections. Please review the instructions to assure that product is correctly assembled before calling Customer Service. For information on programming the handset, syncing the dongle with your phone, or resetting the control module, you may find detailed instructions on our website.

For further trouble shooting, call Customer Service at 616-499-7995 and our Technical Support staff will assist in determining the cause of the problem and provide instruction on how to fix it. Or, determine if replacement parts are required.

Existing installations:

For existing installations, typically instructions may have been lost. Please contact us via email if you would like a PDF version of the instructions. Likewise, if you want information on programming the handset, syncing the dongle with your phone, or resetting the control module, you may find detailed instructions on our website.

If the product has suddenly stopped operation, before contacting ZGO, please check that the product has not sustained some form of mechanical or electrical damage.

For further trouble shooting, call Customer Service at 616-499-7995 and our Technical Support staff will assist in determining the cause of the problem and provide instruction on how to fix it. Or, determine if replacement parts are required.

Product that is out of Warranty:

If product is outside the stated warranty time period and needs repairing, call Customer Service to order replacement parts. Technical Support may need to collect information about the type and magnitude of damage along with information that identifies the exact product configuration.

Damaged Product:

Product that is damaged in shipment or damaged on the worksite during installation is not covered by the warranty. You will need to pursue a claim with either the freight company or the company doing the installation. Likewise, product damage after installation, such as from moving/reconfiguration or other actions outside of "normal use and care", are not covered by the warranty. ZGO Technical Support staff will assist in determining what happened, the magnitude of damage, whether a repair is possible, and price/availability of parts. A Specialist will need to collect information about the type and magnitude of damage along with information needed to identify the exact product configuration. However, replacement parts are not warranted when used to rebuild damaged product.

Other product:

For product that has never been installed, or if the issue is other than a warranty claim, please contact our Sales department. Product that is still new in the box, may not be covered under the Warranty or is specifically excluded. See ZGO Warranty and Terms & Conditions.

Procedures:

1. *Troubleshooting, Repair and Maintenance*

- For work done in the field (either at the OEM, at the Dealer, or at the End User site) can only be performed after completing a CSA form. Such authorization requires information discovery and the completion, and review/sign-off. It must include details of the work (trouble shooting, adjustment, parts or product replacement, etc) to be performed and any work limits.
- All work is to be done by authorized personnel, in accordance with ZGO published instructions. Work done without a CSA, or outside the authorized scope may not be covered or may invalidate the warranty. If the repairs are not effective, then you will be directed to return the defective part. You will be issued a Return Goods Authorization (see below).
- Information gathered during the field visit is to be reported back to the Technical Support per the CSA form for recordkeeping. This data will be used as an aid to facilitate factory diagnosis and repair if the equipment does need to be returned for repair/replacement.

2. *Return of parts/ product*

- Field replacements are to be performed by OEM/Dealer installers in accordance with ZGO instructions after CSA and/or RMA is issued. Work performed without authorization or contrary to instructions may invalidate the warranty claim.
- The return of product, either whole or in parts, can only be performed after an initial diagnostic has been reported per CSA form and then completing a RMA form. Such authorization requires information from the discovery/diagnostic, and the review/sign-off. It must include details of what product or parts are to be returned, along with disposition relative to any shipping costs. ZGO may require the review of returned products for analysis before replacement parts/product can be shipped as warranty replacements. Conversely, if ZGO replaces parts or product first and then the review of returned items discovers they were either damaged or are fully functional, the customer may be billed for replacement costs.
- Information gathered from review of returned parts/product is to be reported back to the per the RMA form for recordkeeping. This data will be used as an aid to facilitate factory diagnosis, repair/replacement of the item, and future analysis for potential design improvements.

Warranty Coverage:

Product is covered under the ZGO Limited Warranty Statement that was in affect at the time product was purchase. Any claim must include proof of purchase with a date. Consult ZGO Warranty file for copy of exact statement in affect at the time of claimed purchase. If the item IS under warranty AND the repair is covered under the warranty, there is no charge for the repair parts. If the item is no longer under warranty, OR if the repair is not covered under the warranty, or warranty has been voided, then we will charge a fee for the repair parts. For additional warranty detailed information, please refer to the appropriate dated warranty statement.