

BALKAMP

BKN - Warranty Code 552 – See Manufacturer’s Complete Written Policy

Manufacturer: Code 3 Inc.

The no-hassle warranty is as follows:

- If a product fails or has an issue, call (314.996.2800) or email (C3_Tech_Support@code3esg.com) Code 3’s technical services department. They will ask for some basic information about the product including serial number or date code and a description of failure. In most cases that is all it takes to have a replacement product sent out in advance.
- If the failed item is requested back by Code 3 for analysis, shipping is pre-paid by Code 3, otherwise it can be scrapped at your location.

Code 3 Inc.’s Limited WARRANTY POLICY

This warranty policy is intended to provide the best possible service experience for our customers. This warranty policy identifies the duration, exclusions, and specific coverage’s for each product and the instruction for requesting return authorization. Code 3 and PSE Amber (“Seller”) gives this limited warranty to the original purchaser from a distributor (“Buyer”) for Code 3, Inc. & PSE Amber’s product provided the product is installed and operated in accordance with manufacturer’s recommendations. This limited warranty shall not be extended or varied except by a written instrument signed by Seller and Buyer. This limited warranty is for the benefit of the Buyer only and is not transferable.

Steps for Warranty Claims

1. Review this entire warranty policy to verify that the product meets all applicable requirements for a warranty claim to ensure proper processing.
2. Contact the Code 3, Inc. Technical Service Department via telephone (314-996-2800) or email (C3_tech_support@code3esg.com) to request a Returned Material Authorization (RMA) number.
 - a. (a) Please be prepared to specify customer account number, contact name, contact phone number, product part/model numbers, product descriptions, quantities, all applicable date codes/serial numbers and description(s) of the nonconformance(s).
 - b. (b) Do not accumulate product for a period of longer than 30 days prior to requesting the RMA and returning the claims to Seller for processing. Long accumulations of product will delay warranty processing and affect warranty analysis preventing timely action for quality deficiencies. Accumulations of product exceeding 90 days will not be processed.
 - c. (c) Product may need to be returned for service to occur, including replacement or credit.
3. A Code 3 representative will determine if the product must be returned for analysis and/or repair. If the product requires return for warranty service please continue with the following steps 4 and 5.
4. Package the product to be returned to prevent any shipping damage.
 - a. (a) Deliver the product freight prepaid.
 - b. (b) Only ship the product that has been authorized per the RMA.
 - c. (c) Identify the RMA# on the package(s) in BOLD marker next to the product label (if the package does not provide room to hand write the RMA number, then print the number on the shipping label itself).
 - d. (d) Returned packages that do not properly display the RMA number will delay warranty processing.
 - e. (e) Any product returned that was not included on the RMA will not be processed through warranty.
 - f. (f) Credit/replacement will not be granted for product that has not been returned per the RMA.
5. Ship the product to the following address:
Code 3, Inc.
Attention: Technical Service Department
10986 N. Warson Road
St. Louis, MO 63114-2029
6. Once the returned warranty claims are received at Code 3, Inc. Technical Service Department, the product will be analyzed and repaired or replaced per the discretion of the service repair technician. (a) The returned product must fall within the specified warranty time period to be repaired/replaced at no cost to the customer. (b) The warranty time period begins at the date of purchase (this start date will begin no later than 12 months from date of manufacture). (c) For returned product that do not meet warranty requirements, a service technician will contact the sender to quote the repair/ replacement or to return the product in “as received” condition. (d) Credit will be issued in cases when the product cannot be repaired or replaced.
7. The repaired/replaced product will be packaged and shipped back to the customer location at cost to Code 3, Inc.

These steps are required for all warranty claims. Please contact the Technical Service Department with any questions regarding the claim process.

Product warranty durations are available for review on Code 3’s website www.code3esg.com.

Use of lamp or other electrical load of wattage higher than installed or recommended by the factory, or use of inappropriate or inadequate wiring or circuit protection causes this warranty to become void. Failure or destruction of the product resulting from abuse or unusual use and/or accidents is not covered by this warranty. Sealed product that shows evidence of broken or tampered seals will cause this warranty to become void.

For out of warranty service, please contact the Technical Service Department (314-996-2800 or C3_tech_support@code3esg.com) for quotes and return authorization information.

*Seller reserves the right to repair or replace product at its discretion. Seller assumes no responsibility or liability for expenses incurred for the removal and/or reinstallation of products requiring service and/or repair. Seller assumes no liability for expenses incurred in the packaging, handling, and shipping of the product to the factory service department for repair/service. The remedies provided herein are Buyer’s sole and exclusive remedies, whether for claims under and express or any implied warranty, breach of either, tort or otherwise. In no event shall Seller be liable for any special, indirect, incidental or consequential damages arising out of the breach of this warranty or the

purchase, installation, ownership or use of Seller's products, nor shall Seller be responsible for representations, warranties or agreements made by any employee, agent or other person that purport or modify or add to any of Seller's obligations under this document. Except as set forth in this limited warranty, Seller makes no other express or implied warranties whatsoever, including, without limitation, warranties of fitness for a particular purpose or merchantability, with respect to the product.

**Seller reserves the right to update the warranty statements, processes and policies. This policy, effective 1/01/2015, supersedes previous versions.