

# Product Warranty Program

## 1 WARRANTY PROGRAM

### 1.1 Definition

Tranax Technologies, Inc. provides a limited one (1) year parts warranty and a 30(thirty) day labor warranty for the Mini-Bank 1500, 2150, 2250 and Nano Cash Automated Teller Machines (ATM). The warranty period begins on the installation date providing the Warranty Registration Card is completed and returned within thirty (30) days of ship date. Warranty will commence on the original ship date if the Warranty Registration Card is not returned within thirty (30) days.

Tranax guarantees the Mini-Bank 1500, 2150, 2250 and Nano Cash to be free from defects in materials and workmanship. Tranax will test all warranty part returns. Test results will be used to help determine warranty eligibility.

#### 1.1.1 Warranty Service Provider

The Tranax Authorized Distributor is responsible for diagnosis and on-site repair. The distributor may contract with a Tranax Authorized Service Provider (ASP) or other qualified service provider to act on their behalf.

### 1.2 Coverage

The following items are covered:

- ? All hardware including:
  - ? Cash Dispensing Unit (CDU) and cash cassette
  - ? Receipt printer
  - ? Liquid Crystal Display (LCD) module
  - ? Magnetic card reader
  - ? Power supply
  - ? Key pad
  - ? CE mainboard
  - ? Lock and locking mechanism **(limited 90-day warranty)**

The following items are not covered:

- ? Power and modem cables
- ? Key lock and key
- ? Plastic bezel
- ? Software upgrades
- ? Receipt printer paper jam
- ? Note jams due to unfit money, poor load quality
- ? Forgotten password or lock combination
- ? Any damage from improper installation, misuse, or vandalism
- ? Damage caused by power surge or low power conditions (brown out)
- ? Damage from lightning, earthquake, flood or any other "act of God"

## 2 WARRANTY SERVICE PROCEDURE

### 2.1 Diagnosis

Upon receipt of a service call, the distributor or service provider must diagnose the problem on-site or use Remote Management Software (RMS) to examine error codes recorded on the electronic journal, and guide operator to run diagnostics to determine the cause of the error.

## 2.2 Replacement

If the distributor determines the error should be covered by warranty, the next step is to submit an online parts request, fax a parts request form, or contact Tranax Technical Support to request the part(s) necessary to correct the error. Tranax may conduct its own investigation to confirm warranty coverage.

In cases where the ATM is out-of-service, Tranax will send out the necessary part(s) to the site via standard overnight courier service. Ground shipping will be used for all other warranty parts shipments. The service provider will replace and must return the suspected defective part within thirty (30) days. Tranax will not invoice for the replacement parts providing they are returned before the deadline and the assessment of the returned parts reveal the replacement falls within the Tranax warranty guidelines. If the part is returned after the system generated return date, Tranax will, upon your instruction:

- ? Return the defective part at distributor's expense
- ? Repair and return at distributor's expense
- ? Dispose of the part after 90 days from required return date

## 2.3 Procedure for Requesting Parts

The following information is standard procedure to contact Tranax for technical assistance, request warranty parts, purchase spare parts, and invoice for warranty service.

### 2.3.1 Before Requesting Parts

- ? Fault diagnosis is the responsibility of the distributor. This includes using RMS for diagnosis and/or sending a service technician to the site to verify a reported problem. Tranax may request that a service technician be at the site to assist in troubleshooting before a requested part is shipped.
- ? If the Tranax technician determines that a software download is required, the distributor or their service technician must make sure the ATM is powered on and in the download mode.
- ? Assistance from Tranax to change the original application software version using RMS will cost \$100.00 per ATM. Permission from the original distributor will be required unless otherwise specified by Tranax.
- ? Distributors and independent ASPs may contact Tranax technical support department for assistance in setup and troubleshooting. Please have all of the pertinent information available including ATM serial number, telephone number and problem description of the ATM.

### 2.3.2 Requesting Parts

- a) Distributor/Authorized Service Provider can request a warranty part via email by using the Tranax web page, or they must use a Tranax Warranty Parts Order form to request parts for warranty service. The Tranax Warranty Parts Order form must filled out be completely with the following information:
  - ? Distributor name, email address and phone number
  - ? ATM serial number
  - ? Master password (if part requested is a CE board)
  - ? Replacement part requested
  - ? Problem description detailing error codes, cause of the problem and trouble shooting
  - ? Ship to address with contact name and phone number

- ? Incomplete information can result in a delay in filling the order
- b) Tranax service personnel may dial into the terminal to verify the reported problem or call distributor to request more information before shipping the requested part.
- c) If all required information is furnished and Tranax determines that the service request is under warranty, Tranax will issue an RMA number and ship replacement parts to the designated location.
- d) If a distributor requests a part to be delivered without a receiving signature at the site and part(s) is lost, the distributor must pay for the lost part(s) before replacement parts are shipped. If the lost part is recovered and unharmed, the distributor will be credited upon return of the part to Tranax.
- e) All requests for warranty service parts received before **12:30 PM PST** will be shipped the same day. Any request received after that time will be handled on a best effort basis or shipped the following business day. A.M. and Saturday delivery are available with an expedite fee of \$25 per package. In the case of a failed Saturday delivery, full-shipping charges will be charged back to the requestor.

### 2.3.3 Purchasing Parts

Spare parts purchases must be submitted on company letterhead with a purchase order number. The minimum parts purchase amount is \$25. Purchases of less than \$100 must be made by credit card. Standard terms apply for purchases of \$100 or more.

Purchase orders received before 12 noon PST, in most cases, will be shipped same day but can take up to 24 hours to process. The cost of each part must be included in the purchase order along with the quantity and ship address. Shipping method must also be specified on the purchase order or it will be shipped out ground service (default). Spare part orders will be filled dependent upon part availability.

### 2.3.4 When Warranty Replacement Part Arrives

Once the warranty replacement part arrives, the distributor must schedule a service technician to replace the part(s). Should the service technician have questions or problems with the installation of the part, they must contact the distributor. If the distributor is unable to resolve the issue, the distributor should in turn contact Tranax for technical support.

## 2.4 Procedure for Returning Warranty Part

- ? After the replacement part is installed and the service technician verifies that the ATM is in correct working order, they must complete the RMA Information form and return the defective part to Tranax. A part return call tag is provided to facilitate the part return. To protect the field technician in case of no problem found (NPF) during testing at Tranax, a print out of the error summary and the last 50 journal records should be included with the return part. In cases where the CE or printer are not working properly, printing of the error summary and journal might not be possible.
- ? Defective parts must be received back at Tranax within thirty (30) days from the date the part is shipped. In the event that the distributor or their service provider fails to return defective parts, Tranax will invoice the distributor for the full amount of the part plus shipping. If you should

choose not to use the return call tag that is provided with the replacement part, the distributor or ASP must be able to provide proof of delivery to Tranax.

- ? Tranax will inspect the returned parts and if the parts are tested as NPF (no problem found), Tranax will notify the distributor and reserve the right to bill the distributor for freight, in-house test time and part usage. Any part tested and determined to be user damage will be invoiced to the distributor for the full cost of the part, technician repair time, shipping and handling both ways.

## 2.5 **Shipping Cost Responsibilities**

Tranax will pay for the outgoing freight and include a call tag for return of the defective part. Any part returned collect freight without permission from Tranax will be billed to the distributor.

## 2.6 **Return Merchandise Authorization (RMA) Number Request for Non-Warranty Repairs**

RMA numbers are requested through the Tranax website or by faxing a completed Non-Warranty Request form to the service department (510) 438-9238. Once the request is received the data will be entered into the service database automatically generating the RMA number. The service department will then fax this form along with the issued RMA number back to the sender. The RMA number should then be written on the outside of the shipping box in large print for easy identification and shipped to Tranax.

An individual RMA number must be requested for each part being returned (do not send in a CDU and cassette under one RMA number).

The Non-Warranty Request form must include:

- ? Distributor or ASP name and contact information
- ? ATM serial number
- ? Master password if part is CE board
- ? Component serial number
- ? Detailed problem description
- ? Return shipping address and phone number
- ? Return shipping method
- ? Customer must specify if they wish to be notified of the repair costs or the part will be automatically repaired without notification

Safely package the part and write the issued RMA number on the outside of the box in multiple places for easy identification. If the shipping container returned to Tranax is damaged or not acceptable to return the repaired part, additional charges will be applied for use shipping of materials provided by Tranax. A standard fee of \$50 will be charged for inspection of the defective part. Should the customer decline repair service the \$50 fee will be applied along with any return shipping cost. After the part is repaired it will be shipped to the address provided by the requestor. The standard ship method to return a part is FedEx ground service unless otherwise specified. The distributor will be invoiced for repair and return shipping cost. Advance payment will be required before the part is returned if Tranax is unable to invoice using our normal billing procedures. Repaired parts will be covered by a ninety (90) day warranty.

Any claim for warranty of a repaired part must reference the original RMA number assigned to that part repair.

## 2.7 **Miscellaneous**

- ? The ATM owner is responsible for ensuring that the installation site environmental conditions including power, temperature, humidity controls and space meet the Tranax specifications for the model being installed.
- ? Tranax may bill the distributor for all services performed on items not covered under warranty, as well as for service provided due to damage caused by improper installation, and/or damage caused by operator error or abuse.
- ? The warranty registration card must be completed and returned at the time of installation. The warranty registration must include phone number of the terminal, its remote management password, and a signature authorizing Tranax and its service agents to connect to the terminal through remote management software.
- ? It is the responsibility of the installer and distributor to verify all programming, including software application, is correct before the ATM begins operation.
- ? Tranax reserves the right to use new or refurbished parts for warranty service. Replacement parts will be covered by warranty for the remainder of the ATM's original warranty period. In the event that the ATM warranty will expire within thirty (30) days, the replacement component itself will be covered by warranty for an additional ninety (90) days.
- ? Tranax reserves the right to assess an additional \$100 cleaning fee before repairing a part that has been contaminated with debris that could pose a health hazard to the repair technician. If the part cannot be safely repaired, Tranax will, upon the distributor's instruction, return the part without repair at the distributor's expense, or dispose of the part.

## 3 **TRANAX SUPPORT**

- ? Training (by appointment, contact the service department for details)
- ? Service manual (available at an additional cost)
- ? Remote management software (with additional cost)
- ? Technical support from Tranax

### 3.1 **Technical Support**

#### **Hours and Phone Numbers for Technical Support**

- ? Normal Business Hours: Monday through Friday from 6 AM to 6 PM PST. The toll-free number is (888) 340-2484.
- ? Service department fax number (510) 438-9238.
- ? Tranax Technical Support is closed for all major holidays.

All warranty parts are shipped with a RMA Information form Service Work Report. Please provide answers to the questions at the bottom of the form and include a copy of the error codes and the last fifty (50) transactions to facilitate the subassembly diagnosis and repair.