

SECTION II
How to Handle Warranty Service

1. Warranty period

TACC

A. Tacc-IIa	2 years parts & labor
B. Tacc-Cii (prior to May 1, 2003) (beginning May 1, 2003)	1 year parts & labor 1 year parts & 90 day labor
C. Tacc-IV (prior to May 1, 2003) (beginning May 1, 2003)	1 year parts & labor 1 year parts & 90 day labor
D. Sentinel	1 year parts & 90 day labor

ATM

E. is1000/is6000	1 year parts & labor
F. is2000	1 year parts & labor
G. 3000 series	18 month parts/90 day labor

OUT OF WARRANTY UNITS

I. Replacement parts (All products)	90 days, parts & labor
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2. Warranty validity requirements

For a unit to have a valid warranty, the following conditions must be met:

- A. The unit must have been installed by a certified installer.
- B. The unit must be on a dedicated grounded electrical circuit unless a Tidel approved surge protector has been installed.
- C. Tidel must have a valid warranty card on file, or the warranty period begins 30 days from date of shipment.
- D. The unit must be within the warranty period.
- E. All replacement parts must have been manufactured or supplied by Tidel and installed by a Tidel certified service technician.

3. Warranty limitations

- A. Tacc-IIa: No warranty consideration shall be extended 30 months past the date of shipment from Tidel, regardless of installation date.
- B. Tacc-Cii: No warranty consideration shall be extended 18 months past the date of shipment from Tidel, regardless of installation date.
- C. Tacc-IV: No warranty consideration shall be extended 18 months past the date of shipment, regardless of installation date.
- D. Ignition series ATM: No warranty consideration shall be extended 18 months past the date of shipment from Tidel, regardless of installation date.
- E. 3000 series ATM No warranty consideration shall be extended 24 months past the date of shipment from Tidel regardless of installation.

** Warranty for International sales and shipments exclude labor.*

4. How to handle customer warranty calls

- A. The Service Dealer should assume the unit is not under warranty when making a service call and should make payment arrangements with the customer in case the unit or the problem is not covered by warranty.
- B. Tidel **does not dispatch** Service Dealers. Tidel only refers customers to our Service Dealers. It is the responsibility of the customer to contact the Service Dealer and to schedule the work.
- C. You can verify that a unit is still in the warranty period by contacting the Tidel help desk during regular business hours (you will need the serial number and location of the unit). However, if the unit is still in the warranty period, this does not mean that the problem will be covered by the warranty. (See paragraph 5 & 6 on the next page)

5. What is covered under warranty

- A. Tidel warranties apply **only** to equipment hardware failures, and defects in workmanship or materials.
- B. Tidel warranties cover **only** replacement parts cost, shipping costs to return, and reasonable labor required to diagnose and replace the part. If the call is covered under warranty, Tidel will pay **1 HOUR** to diagnose the problem and replace the part for all ATM products.

***While Tidel has not published a maximum allowable time to diagnose and repair TACC Equipment, do not interpret that to mean there are no limitations to labor.*

- C. Only pre-approved warranty labor and travel rates as defined in the Service Dealer contract will be covered.

6. What is not covered under warranty

- A. Tidel warranties **do not apply** to several associated things, including but not limited to, the following:
 - 1. Abuse or misuse of the equipment.
 - 2. Adjustments made to printers, dispensers, etc.
 - 3. Airfare and rental cars.
 - 4. Any charges when no warranty problem is found.
 - 5. Consumables (i.e., vend tubes, ribbons, paper rolls, dipsticks, etc.)
 - 6. Equipment resets (i.e., cold starts, power resets, etc.)
 - 7. Failures caused by acts of God.
 - 8. Failure due to incorrect installation.
 - 9. Hotel charges, meals, or per diem.
 - 10. Labor to install purchased upgrades.
 - 11. Network or processor related problems.
 - 12. Telephone fixes or telephone fixable problems.
 - 13. Telephone line or utility company problems.
 - 14. Preventive maintenance (i.e., cleaning card readers, printers, floppy drives, etc.)
 - 15. Printer paper jams.
 - 16. Second trip costs for the same problem due to the Service Dealer not having the correct parts on hand or failure to properly diagnose a problem.
 - 17. Trainee, apprentice, or helper labor.
 - 18. Unauthorized mileage, travel, or labor charges. **Prior approval is required for more than 75 miles one way from the Service Providers location.**
 - 19. Over mileage for Preferred Customer Services. (See note)
 - 20. Services performed when no part replacements were required.
 - 21. User programming and user caused problems.

Note: During the warranty period, Tidel will choose the closest Service Provider. If a Dealer or Distributor chooses to service preferred customers, Tidel will only reimburse the mileage and travel time from the closest Service Provider or 75 miles one way which ever is less.

SECTION III

Warranty Payment Processing

1. The warranty invoice payment process

- A. Since Tidel warranties **only hardware items**, the Service Dealer must submit the Tidel warranty invoice form, **and return the defective part**, with the MRT attached, before Tidel can process the invoice for payment.

(Note: Do not include the cost of the replacement part on the labor invoice. Full credit is issued for the part upon warranty approval.)

- B. All parts returned as defective must be accompanied by a properly completed Material Return Tag (MRT). Any part received without an MRT attached, or an MRT that has not been filled out completely, will result in delay of processing or denial of warranty consideration.
- C. If the part is found to be **defective**, and not abused, the labor time to repair is within the guidelines and all required paperwork is completed correctly, Tidel will process the warranty claim for payment.
- D. If the part is found **not** to be defective, the Service Dealer will be notified and the part will either be returned to the Service Dealer or credit will be issued for the amount of a reconditioned part, if the part can be restocked as such. *The warranty invoice will be denied.*
- E. The time required for Tidel to process warranty invoices is approximately 3 weeks **after both the part and invoice have been received.**
- F. The Service Dealer is responsible for the **proper packaging** of **all** returned parts. All parts damaged in shipment to Tidel will be returned to the Service Dealer, and no warranty consideration will be given to parts damaged in shipment.
- G. All Warranty claims must be submitted on a Tidel Warranty Invoice Form. (Available by contacting the Tidel Help Desk during normal business hours).
- H. All parts must be returned to Tidel within 45 days of the service date for warranty consideration.
- I. All invoices for warranty service performed must be submitted to Tidel within 45 days of the service date for warranty consideration.
- J. Serial numbers of both the replacement part, (mandatory), and the defective part, (if applicable), **must** be on the MRT.

2. 90 Day Warranty Claims

- A. When a non-warranty part is replaced , an MRT must be completed and sent to Tidel, regardless of whether the part is being returned to Tidel or not. (MRT's act as warranty cards for replacement parts).
- B. When the warranted part is replaced and returned to Tidel, the MRT number of the part that was previously replaced, (See above, 2.A), must be reflected in the section labeled "Previous MRT No." on the MRT of part being returned for warranty consideration.
- C. All 90 Day Warranty claims must also be submitted on a Tidel Warranty Invoice Form. (Available by contacting the Tidel Help Desk during normal business hours.)
- D. All parts returned to Tidel for 90 day part warranties must be returned within 45 days of the service date for warranty consideration.
- E. All parts returned to Tidel for core credit must be returned within 45 days of the service date for core credit to be issued.
- F. All MRT's for non-warranty parts must be returned to Tidel within 45 days of the service date. If the MRT is not received within 45 days of the service date, no 90 day warranty consideration will be given for the part installed.
- G. Serial numbers of both the replacement part, (mandatory), and the defective part, (if applicable), must be on the MRT.

3. Core Credits

- A. Parts returned out of the warranty period may apply for a Core Credit.
- B. Refer to the current parts price list for the parts that have a core value.
- C. The part must be in a condition that can be rebuilt.
- D. The MRT must be filled out completely as described earlier in this Section.

D. What to do if you do not have a Tidel account

1. You can place an order using your Mastercard, Visa, or American Express card by calling: **1-800-678-7577 or 972-484-3358.**
2. You may also contact the Parts Department to determine the total cost of your order, including taxes and shipping costs, then you may attach your check along with a purchase order, and mail it to above address.

E. Shipping options

Tidel will always attempt to ship your order as quickly as possible, however, the options shown below are the minimum guaranteed times. *

1. Tidel offers the following shipping options:
 - a. **Standard** = shipped within five (5) business days.
 - b. **Overnight** = if received prior to 2:00 PM Central Time. *
 - c. **2nd day** = if received prior to 2:00 PM Central Time. *
 - d. **3rd day select** = if received prior to 2:00 PM Central Time. *
 - e. **Same day customer pick up** = prior to 2pm Central Time, with a two (2) hour minimum notice. *The customer will be notified by telephone when order is ready for pick-up.

**Applies to stocked items only.*

2. Rush orders received after 2:00 PM will be processed within 24 hours after receipt.
3. There is a twenty-five dollar (\$25.00) expedite fee attached to all rush orders (i.e., overnight, 2nd day, 3rd day select or same day pick-up).

F. Minimum order size

1. Tidel has a minimum order requirement of twenty-five dollars (\$25.00). (This excludes orders for replacement Medeco keys.)
2. Replacement Medeco Keys - 2 key minimum per key code.

G. What replacement parts are available from Tidel

1. The only replacement parts available from Tidel are those shown in the most current parts price list.