



Elevator Components Industries Incorporated
1237 Kamato Rd.
Mississauga, Ontario
L4W 2M2
Canada
PH: (905) 624-6565 FX: (905) 624-4262

ECI REPAIR AND RETURN POLICY

October, 10 2008

Standard Repair

The standard repair charge applies to all boards or detector edges sent into ECI for repair. The initial charge for the repairs is as follows:

Table 1.0

895-1300 (green ice cube relays)	130.00	840 Panaforty MK1	130.00
1000-1300 (green ice cube relays)	130.00	842 Panaforty MKII	130.00
1000-1400 (RED)	275.00	843 Panaforty MKII	130.00
2000-1100 (micro board)	*130.00	770/740/640 TX or RX detectors	130.00
2000-1101 (power board)	*130.00		

*ECI only charges for one repair when both are sent in on mounting plate.

If the board sent back for repair does not show any signs of water damage, heat damage, or physical damage causing extensive repair ECI will give a **credit of \$65.00** against the standard repair charge.

All boards and or detectors must be sent back with all original relays, lends covers, cables, fuses and connectors. If parts are missing and do not require replacement please send in with a not saying so to avoid any extra charges. Extra charges will be added and or deducted from credit. For the ECI2000 power board, a charge of \$60.00 will be added or deducted from credit if the IGBT module needs to be replaced.

Missing part pricing:

Table 2.0

MY4 Relay	\$11.00	MDX FUSE	\$3.25
LY3 Relay	\$11.00	KLM FUSE	\$11.00
KUP Relay	\$20.00	RIBBON CABLE	\$5.00
GBB9 FUSE	\$6.25	TERMINAL CONNECTORS	\$5.00
MY4 Relay	\$11.00	LEND'S COVER	\$35.00
LY3 Relay	\$11.00	DETECTOR CABLES	\$35.00
KUP Relay	\$20.00	P40 relays	\$11.00
GBB9 FUSE	\$6.25	Missing e-prom or chips etc.	\$10.00

EXCHANGE BASIS REPAIR

If a pc board or detector edge is sent out on an exchange basis (refurbished unit sent to customer before faulty unit is received at ECI) we will treat the repair a little different. For any product that is under warranty and is under 90 days old, a new pc board or detector edge will be sent out to the customer. A purchase order must be issued for the amount of a new pc board or detector edge. A full credit will be issued if the returned board is under warranty and does not show any signs of water, heat, or physical damage. However, any missing parts from table 2.0 will be deducted from the credit.

If the defective product is over 90 days old a refurbished unit will be sent to the customer using the same pricing as table 1.0 if under warranty a full credit less any missing parts from table 2.0 will be issued providing that no water, fire or physical damage is present.

If ECI sends out a board under the exchange program that is not under warranty the price structure from table 1.0 will be applied. If the unit is returned with all original components and does not have any signs of water, fire, or physical damage a **\$65.00** credit will be issued. Any missing parts from table 2.0 will be added and or deducted from the credit.

Any exchange purchase order that is over 90 days old will no longer be eligible for a credit. If any goods are sent back after 90 days, we will offer a standard repair or return the defective product back to the sender.

If an exchange board or detector is sent out to the customer, and we receive the incorrect product back for exchange, a new invoice under the original purchase order will be cut for the difference. This price is determined by ECI based on the current price of a new unit.

Shipping and Duties

It is the customer's responsibility to send us the defective boards and or detectors. ECI will only pay for the return courier charges under warranty. If the product is not under warranty any shipping and duty charges will be the sender's responsibility to pay. We recommend sending any boards back using UPS 2nd day service or overnight as the brokerage charge is worked in the price of the shipment. If ECI is charged any brokerage at a later date for a unit that is not under warranty, it will be charged to the original purchase order number.

If you have any questions please contact us at (905) 624-6565

Thank you,

Trevor McQuay