

Repair Services Policies

Contact the Telvent Customer Service Department at (713) 920-6832 between the hours of 8:00 AM to 5:00 PM Central Time Zone. RMA requests may also be e-mailed to USEnergySalesSupport@schneider-electric.com

Please be prepared to provide the following information.

- Company Name and Return Shipping Address
- Billing Address
- Contact Name and Phone Number
- Purchase Order Number or Warranty Status
- Part Number
- Serial Number
- Description of the Failure

Note: The Part Number is the thirteen digit number found on a clear or opaque label attached to the board and the Serial Number is the six to eleven digit number immediately following the part number. Telvent processes, tests, and repairs boards as individual pieces – not as assemblies. (Example: A Baseboard with CPU is processed as two boards). The part number and serial number of all boards being returned must be included on the RMA as each board returned is subject to a repair/check-out fee.

After obtaining all of the above information, the representative will issue a Return Material Authorization Number (RMA). The board(s) can then be sent to the Telvent office at the address listed below. We ask that all the following information appear on the outside of the shipping carton.

Schneider Electric
 ATTN: Repair Department
 RMA # _____
 14400 Hollister, Ste. 400
 Houston, Texas 77066

Note: All return shipping charges will be billed at cost plus 15% handling fee.

IMPORTANT PACKING INFORMATION

Telvent takes utmost care to insure that the boards we manufacture and receive back for repair are handled properly to avoid damage. Please make note it is highly recommended that all boards be sent in individual, sealed anti-static producing bags. Shipping boards unprotected in shipping peanuts may cause severe damage. Anti-static shipping material, such as foam, is desirable and will insure the safety of the electronics if used properly with protective bags.

<u>Product</u>	<u>*Standard</u>	<u>*Rush</u>
ALL RTU PCA'S	as per pricing list	+ 25% of repair list price
OEM Equipment	**	**

* Telvent strives for a standard turnaround of two weeks excluding transit time; however, this may vary during high volume situations.

** Repair service is available for equipment not of Telvent design. Repair rates and turnaround will vary based on the original manufacturer

FACTORY WARRANTY

Telvent offers a three year warranty on all Telvent manufactured products. The Telvent warranty is a return to factory warranty and includes one way shipping costs on all purchases of new Telvent manufacture equipment. The Telvent warranty covers normal failures only and excludes failures caused by power surges and unauthorized tampering of the equipment, misuse, or corrosion due to excessive humidity or water damage.

REPAIR WARRANTY

The warranty on repairs is ninety days and includes one way shipping costs. There is no warranty on the repair of boards that have suffered lightning damage or have been exposed to some other form of power surge.

UNECONOMICAL TO REPAIR

If a board sent to Telvent is deemed uneconomical to repair by the technician, a \$100.00 check out fee will apply. Board types that have been dropped from Telvent's current product line (obsolete) and are found to be uneconomical to repair will incur a \$150.00 check-out fee. Should the client decide to replace the damaged board, a replacement discount may apply.

LIGHTNING/SURGE DAMAGE

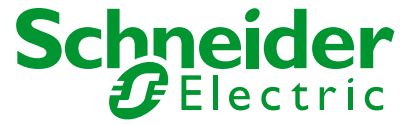
In the event that failure(s) are found to be caused by lightning or other external surge, the repair will be performed on a time and material basis. Any repairs performed on these boards will not be covered by Maintenance Contract terms. The client will be made aware of the surge determination and given the option of proceeding with the repair or requesting that Telvent scrap the board. If the decision to proceed is made, Telvent will assume there to be no limit on the effort made to bring the board back to working condition.

STANDARD CHECK OUT FEE

There is a standard check out fee of \$100.00 for all equipment found not to be in need of repair or determined to be uneconomical to repair.

FIRMWARE UPDATE POLICY

It is the policy of Telvent to update the firmware to the latest revision on all RTUs and single CPUs sent in for repair. If you do not wish this update service, please indicate this in your RMA request.



TELVENT REPAIR RETURN PROCEDURE

Telvent will not be held responsible for loss of returned equipment that is not accompanied by a Return Material Authorization Number.

REPAIR SERVICES OFFERED ON OBSOLETE PRODUCTS

The current list of obsolete products include: Micro/1; Micro/1E; Micro/1R; and Micro/1C. Changes in policy on the handling of obsolete products have been made in lieu of total suspension of support. Telvent can offer limited repair services on the previous list of products excluding telephone support and a guaranteed turnaround time on the repair.

The boards will be accepted under a “best effort” condition. Telvent will make an attempt to repair; however, may deem the board uneconomical to repair due to unavailable or hard to get components. Any repairs performed by Telvent on obsolete boards will be without warranty given the age of the boards. The check-out fee for boards in this category found uneconomical to repair is \$150.00 which will be discounted from the price of an upgrade to a current Telvent RTU product if that option is selected.

RTU MAINTENANCE CONTRACTS

Telvent offers packages that include no charge repairs, priority turnaround, and one way shipping. Contact the Service Department to learn more.

Schneider Electric – Telvent USA, LLC

Telvent is a part of Schneider Electric now; however, the legal entity has remained Telvent USA, LLC. This means that all Purchase Orders are to be made out to Telvent USA LLC as this is the entity from which the invoice will be generated.