



DEPOT REPAIR DOD POLICIES AND PROCEDURES

DEPARTMENT OF DEFENSE END USERS

The following information describes how to obtain repair service on EF Johnson Technologies, Inc. products.

1. CONTACT INFORMATION:

EFJOHNSON TECHNOLOGIES, INC.
DEPOT REPAIR
8050 JETSTAR DRIVE STE 175
IRVING, TX 75063

Technical Support for general **Technical** questions:
1-800-328-3911, Press 3 or email techsupport@efjohnson.com

Depot Repair for **Repair** inquiries:
1-800-328-3911, Press 4 or email depotrepair@efjohnson.com

Warranty Administration for **Warranty** inquiries:
1-800-328-3911, Press 5 or email warranty@efjohnson.com

Order Administration for general **Order** inquiries or if there is a problem with your order (i.e., missing parts, you did not receive what you ordered, etc.):
1-800-328-3911, Press 1 or email orders@efjohnson.com

2. ATTACHMENTS:

2.1 This Policies and Procedures document, along with the following attachments, are included in this file.

- Warranty and Non-Warranty Repair Policies and Procedures
- EFJohnson Product Warranty Statement
- Repair Request Form

3. TRACKING YOUR REPAIR

3.1 All repairs (warranty and out-of-warranty) are tracked using the unit serial number. Please have this number ready when you call for information.

4. TO CHECK STATUS OF A UNIT

4.1 When you need to call us to find out the status of your unit, please call 1-800-328-3911, Press 4 and have the serial number of the unit handy.



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5. REPAIR REQUEST FORM

- 5.1 A copy of the Repair Request form is attached. You can copy this form as many times as you need. You can obtain an electronic copy of the form by calling or emailing the Depot Repair Department at 800-328-3911, Press 4 (or depotrepair@efjohnson.com). We will email the form to you. You can fill it out electronically before printing it off to include with your shipment.
- 5.2 Please fill the forms out as completely as possible. Your phone number, email address and a contact name are important because the technician may need to contact you to ask specific questions in order to completely identify and repair a problem. The form has the EFJohnson shipping address at the bottom of the page.

6. RETURN AUTHORIZATION NUMBERS

- 6.1 Return Authorization Numbers or RA's are used only for special handling. You will be notified if a RA # is required. If you are asked to use a RA #, please place the number we provide on the outside of the package as well as on the Repair Request form.

7. WARRANTY / OUT-OF-WARRANTY

- 7.1 EFJohnson warrants that the equipment it manufactures is free from defects in material and workmanship and that it conforms to our published specifications for one year, or for the designated extended warranty period. See the attached EFJohnson Product Warranty Statement.
- 7.2 Sending in a unit without covers will void any remaining warranty. Our Depot Repair policy is strict in this regard, since static damage and/or broken parts may arise from improper shipping methods. Any repairs required under this provision will be performed as out-of-warranty at prevailing rates.
- 7.3 The EFJohnson warranty does not cover damaged products. Damaged products can occur from misuse, acts of nature (i.e., flooding, lightning, etc.), or improper installation. In these cases, extra charges will be incurred depending on the extent of the damages. Even if a unit is within the warranty period, the repair will not be considered as warranty if the unit is damaged.
- 7.3.1 The following is a sample of the types of damage that are not covered under warranty and incur additional repair charges. Depending on the type or amount of damage, units may be classified un-repairable. This is not a comprehensive list and other types of damage or abuse may also incur additional repair charges.
- 7.3.2 Some types of damage that are not covered under warranty or under the out-of-warranty flat rate repair charges:
- LIGHTNING
 - HIGH VOLTAGE
 - INCORRECT POLARITY
 - INCORRECT SUPPLY VOLTAGE
 - CORROSION
 - PHYSICAL DAMAGE
 - UNAUTHORIZED MODIFICATIONS / ALTERATIONS



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- 7.3.3 If you have a unit with any type of damage, and are going to send it in for repair, please describe the type of damage on the form and ask for an estimate. If we receive a unit that we determine has been damaged or abused, we will contact you with an estimate of how much it will cost to repair the unit before doing any work on it. You will need to authorize the payment for the repair, in writing (fax or email) and provide payment information before we can begin the work.
- 7.3.4 Damaged units are not covered under flat rate repair charges. You will be charged an extra fee for the repair of damaged units (flat rate plus estimate). Repairs of damaged units carry a 90-day **parts only** warranty.
- 7.3.5 If you decide not to repair the damaged unit after an estimate is provided, we will charge a Test and Evaluation fee of \$75.00. We allow up to ten working days for estimate approval. After ten days, if no response is received, we return the unit unrepared and charge you the evaluation fee.

8. SENDING A UNIT IN FOR REPAIR THAT IS IN WARRANTY

- 8.1 When sending a unit in for Warranty repair, you will need to:
 - 8.1.1 Fill out a Repair Request form for each unit you are sending in.
 - 8.1.2 Pack the unit so it won't be damaged in shipment.
 - 8.1.3 Ship the unit and the completed form to us using the prepaid, preaddressed shipping label that EF Johnson will provide from its designated carrier. Section 14.1 provides instructions on obtaining labels if within the Continental United States (CONUS), and Section 14.2 provides instructions on obtaining labels if Outside Continental United States (OCONUS). EFJohnson will cover transportation, inbound and outbound from EFJohnson's repair facility in Irving, TX. **Do Not Ship Freight Collect and Do Not Ship Overnight unless requested to do so by the EFJohnson Depot Coordinator.**

OCONUS returns will be handled by the carrier most convenient to EFJohnson. Some returns may have to be dropped off at the shipper's location if there is no available pickup service in the area.
 - 8.1.4 Have the unit serial number available if you call in to get information on the status of this unit.
- 8.2 If we determine that the unit has been damaged or abused and does not qualify under the warranty, we will contact you with an estimate of how much it will cost to repair the unit before we do any more work on it. You will need to authorize the payment for the repair and provide payment information, in writing (fax or email), before we can begin the work.

9. SENDING A UNIT IN FOR REPAIR THAT IS OUT OF WARRANTY

- 9.1 When sending a unit in for a repair that is out of warranty, you will need to:
 - 9.1.1 Fill out a Repair Request form for each unit you are sending in. Indicate the payment method and sign each form.



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9.1.2 Pack the unit so it won't be damaged in shipment.

9.1.3 Ship the unit and the completed form to us using the prepaid, preaddressed shipping label that EF Johnson will provide from its designated carrier. Section 14.1 provides instructions on obtaining labels if within the Continental United States (CONUS), and Section 14.2 provides instructions on obtaining labels if Outside Continental United States (OCONUS). EFJohnson will cover transportation, inbound and outbound from EFJohnson's repair facility in Irving, TX. **Do Not Ship Freight Collect and Do Not Ship Overnight unless requested to do so by the EFJohnson Depot Coordinator.**

OCONUS returns will be handled by the carrier most convenient to EFJohnson. Some returns may have to be dropped off at the shipper's location if there is no available pickup service in the area.

9.1.4 Have the unit serial number available if you call in to get information on the status of this unit.

9.2 We will charge you the flat rate for repairing the unit. If charges will be incurred that are over and above the flat rate repair charge, we will contact you with an estimate before we proceed with the work.

9.3 Depot repairs on out-of-warranty units carry a 90-day parts and labor repair warranty (except for damaged units - see the next section.)

10. PAYMENT FOR OUT-OF-WARRANTY OR DAMAGED UNITS

10.1 You Have an EFJohnson Account Number

10.1.1 If you already have an account number and already have a contract or delivery order on file with EFJohnson that is referenced on the repair form with a copy provided, we will automatically bill your account when we ship the repaired unit back to you.

10.1.2 You may also use a credit card. The information and the approval have to be provided before the repair can take place.

10.1.2.1 Fill out the Repair Request form with the following credit card information:

10.1.2.2 "BILL TO INFORMATION" – Enter the address the credit card bill is usually sent to.

10.1.2.3 "Payment Authorized by (name):" – Enter the name as it appears on the credit card.

10.1.2.4 Sign the form in the "Signature" block.

10.1.2.5 Send the form with the unit when you send it in for repair.

11. ESTIMATES

11.1 Estimates are available by request or will be provided under circumstances described above. If you decline repair of a unit, a Test and Evaluation fee of \$75.00 per unit will be charged. If no response to an estimate is received within ten working days, a \$75.00 fee (\$100.00 for repeater modules) will be charged and the unit returned unrepairs.



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12. FLAT RATE CHARGES

- 12.1 The Flat Rate Repair charges for both supported models out of warranty are available by calling or emailing Depot Repair at 800-328-3911, Press 4 or (depotrepair@efjohnson.com). These rates are subject to change at EFJohnson's discretion without prior notice or obligation.
- 12.2 Flat Rates cover most standard repairs, but do not apply to damaged, modified or altered equipment. These repairs will be done on a time and material basis. We will provide estimates for any costs outside the flat repair rates.

13. REPEATED SERVICE

- 13.1 If you experience the failure of a recently repaired unit, please check the box on the form for "Unit was in previously for the same problem" when you send the unit back to us. If sent back within 90 days of a previous out of warranty repair for the same problem, the subsequent repair is covered under our 90-day parts and labor Repair Warranty (except on damaged units).

14. RETURN SHIPPING LABELS

- 14.1 To order pre-paid return shipping labels for CONUS addresses, please email depotrepair@efjohnson.com with the following information, labels will be supplied in groups of 50:

Point of contact name and telephone number
Physical address where items will be returned from
Name of unit and/or group
Approximate number of radios on base

- 14.2 To order pre-paid return shipping labels for OCONUS addresses, please email depotrepair@efjohnson.com with the following information, labels will be supplied via an email link or by the carrier on a per request basis:

Point of contact name and telephone number
Physical address where items will be returned from
Name of unit and/or group
Number of boxes and approximate weights
Dimensions of boxes
POC email address



Product Warranty

The EF Johnson Technologies, Inc. group of companies, including E.F. Johnson Company, 3e Technologies International, Inc. and Transcript International, Inc. (hereinafter collectively referred to as “EFJohnson”), warrants to the original purchaser for use (“Buyer”) that products manufactured by EFJohnson (“Products”) are free from defects in material and workmanship and will conform to EFJohnson’s published technical specifications for a period of, except as noted below, one (1) year from the date of shipment to Buyer. EFJohnson makes no warranty with respect to the equipment not manufactured by EFJohnson, and any such equipment shall carry the original equipment manufacturer’s warranty only. EFJohnson further makes no warranty as to, and specifically disclaims liability for, availability, range, coverage, grade of service or operation of the repeater system provided by the carrier or repeater operator.

If any product fails to meet the Warranty set forth above during the applicable warranty period and is returned to a location designated by EFJohnson, EFJohnson, at its option, shall either repair or replace such defective Product, directly or through an authorized service agent, within thirty (30) days of receipt of same. No Products may be returned without the prior authorization from EFJohnson. Any repaired or replaced Products shall be warranted for the remainder of the original warranty period. Buyer shall pay all shipping and handling charges for returning all defective products to EFJohnson or EFJohnson’s authorized service agent. Buyer is also responsible for other cost and expenses of transit and delivery, including all applicable taxes and duties. EFJohnson will pay the returned shipping charges if the product is repaired or replaced under warranty. Repair or replacement of defective Products as set forth in this paragraph fulfills any and all warranty obligations on the part of EFJohnson.

This warranty is void and EFJohnson shall not be obligated to replace or repair any Products if (i) the Product has been used in other than its normal and customary manner (ii) the Product has been subject to misuse, accident, neglect or damage or has been used with other than EFJohnson approved accessories and equipment or has been improperly installed, (iii) unauthorized alterations or repairs have been made or unapproved parts have been used with the Product, or (iv) Buyer failed to notify EFJohnson or EFJohnson authorized service agent of the defect during the applicable warranty period.

THE AFORESAID WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED AND IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. EFJohnson AND BUYER AGREE THAT BUYER’S EXCLUSIVE REMEDY FOR ANY BREACH OF ANY SAID WARRANTIES IS AS SET FORTH ABOVE. BUYER AGREES THAT IN NO EVENT SHALL EFJohnson BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, OR EXEMPLARY DAMAGES WHETHER ON THE BASIS OF NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. The purpose of the exclusive remedies set forth above shall be to provide Buyer with repair or replacement of non-complying products in the manner provided above. These exclusive remedies shall not be deemed to have failed of their essential purpose so long as EFJohnson is willing and able to repair or replace non-complying Products in the manner set forth above.

Some states do not allow limitations or implied warranties so the above limitations may not be applicable. You may also have other rights which vary from state to state.

Exception

Thirty Day: Tuning and adjustment of portable and mobile radios



REPAIR REQUEST FORM

Date: _____

One completed form needs to be returned with each unit for repair.

Customer information:

| | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------|
| Your account number | | Shipping address (if different from Billing) |
| Company name | | |
| Billing address | | |
| Billing City/State/Zip | | |
| Telephone number | | |
| Contact name | | Email address: |
| Purchase order # | | |
| Return shipping method: <input type="checkbox"/> FedEx: choose service - <input type="checkbox"/> ground <input type="checkbox"/> overnight <input type="checkbox"/> 2 day <input type="checkbox"/> 3 day <input type="checkbox"/> UPS: choose service - <input type="checkbox"/> ground <input type="checkbox"/> overnight <input type="checkbox"/> 2 day <input type="checkbox"/> 3 day | | |

Unit Information:

| | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------|--|
| Model number | | Purchase date | |
| Serial number | | End user | |
| Is unit in warranty? | <input type="checkbox"/> Yes <input type="checkbox"/> No | If unit is not in warranty, payment information is required. | |
| Was unit in before for the same problem? | <input type="checkbox"/> Yes <input type="checkbox"/> No | If yes, when? | |
| Did unit fail before deployment to end user? | <input type="checkbox"/> Yes <input type="checkbox"/> No | If no, how many days after deployment? | |
| Note: batteries that are defective and out of warranty will NOT be replaced unless requested. Replace battery? <input type="checkbox"/> yes <input type="checkbox"/> no | | | |
| Problems/Symptoms: <i>Please be specific and if you have specific code requirements, list them here.</i> | | | |

Payment Information: *Completion is required if your unit is out of warranty or damaged*

| | | | |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--|
| Payment preference: | <input type="checkbox"/> COD <input type="checkbox"/> Bill to EFJ account number above <input type="checkbox"/> Credit Card (fill out below) | | |
| Credit Card number | | Name on account | |
| Expiration date | | Signature | |
| CC Type | <input type="checkbox"/> MC <input type="checkbox"/> Visa | Billing statement zip code | |

Helpful Notes: ***Please do not return any accessories with your unit unless they are related to the failure.***

If you return an out of warranty unit for repair and we cannot confirm a problem with it, or you request an estimate, there will be a \$75.00 - \$100.00 testing and evaluation fee incurred. Estimate fees will be included in the approved repair charge. If you need any help completing this form, or for other assistance, please call **800-328-3911 option 4.**

***Please ship your unit to: EFJOHNSON TECHNOLOGIES Attn: Depot Repair
8050 Jetstar Dr. #175 Irving TX 75063 USA***