



OTE International 6695 CR 4628 Athens Texas 75752  
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## **Reference: Field Warranty for OTE EMS Products**

Our number one goal is to always insure that the customer is taken care of.

- 1) OTE is more than happy to work directly with the customer to facilitate the repair, provide us with a name and contact number we will take it from there and keep you updated through the process. We want your customer to be 100% satisfied.
- 2) If the dealer prefers to directly handle a unit that fails within the first year, OTE will pay \$100 for removal and boxing. It should not take more than 30 minutes to remove our unit and 30 minutes to box or palletize. The unit will be shipped back to OTE we will repair promptly (typically within 48-72 hours after receipt) and ship back to you asap. OTE will reimburse \$100 for unboxing and re-installation. Total reimbursement is \$200.
- 3) If the customer is down and needs urgent repair and the parts are within warranty we are more than happy to send parts to get the customer back up and running as quickly as possible. However we do not pay repair charges and cannot warranty work not done by OTE at our facility. For warranty parts we do require that the defect parts be sent back to us for evaluation, to determine what caused the failure.
- 4) Parts fail over time, we are more than happy to support units back to manufacturing date of 2006. Parts on every unit we have ever manufactured can be upgraded. Our economical refurbishment program keeps existing units working for years to come at a reasonable cost, see the brochure or contact us for details.

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