

# Extended Warranty Service

The Extended Warranty (EW) Service enables the customer to extend the conditions for hardware warranty beyond to the standard term. Through this service, the customer will experience no additional repair costs during the term of the EW Service contract.

## General structure

Transmode have a central Transmode Repair Centre in Stockholm, Sweden, which handles all repair or replacement assignments.

The EW Service is an option to any of the Transmode Technical Assistance services..

## Extended Warranty Claim

If the customer finds out that a product is faulty and covered by extended warranty, the failed product shall be reported to the TAC. The customer will then send the part for repair or replacement.

## Repair Warranty

The repaired or replaced product will keep its original warranty period as contracted. In the case that the remaining contracted warranty term is less than three (3) months at the date of claim, then the repaired part of the unit will have three (3) months warranty from the date of repair.

## Ticket Submission and Turnaround Time

The main interface for submitting a ticket regarding the EW Service is the web based TAC Online ticket system.

The replacement or repaired product will be dispatched from Transmode facilities no later than 30 calendar days after the delivery date to Transmode.

## Shipping

The customer is responsible for all shipping and insurance costs and logistics, when sending the failed product to the Transmode Repair Centre.

Transmode is responsible for all shipping and insurance costs and logistics, when sending the repaired or replaced product to the customer.

## Term

The EW Service can be contracted from shipping date for a consecutive number of years.

## Ordering Information

Product code:  
TCS-TAC-EW