

# Product Warranty & Return Policy



## The **BEST** Warranty in its Class

All products made by Preferred Technologies Group are warranted against defects in material and workmanship for five years. This warranty does not cover defects caused by, but not limited to: acts of God, improper installation, abuse, fire and water damage, electrical surges; and damage to cable caused by slicing, pulling, tangling, or improper splicing. Preferred Technologies Group reserves the right to determine the cause of malfunction when the defective product is returned for testing.

There are no obligations or liabilities on the part of Preferred Technologies Group for consequential damages arising out of, or in connection with, the use or performance of this product, or other indirect damages with respect to loss of property, revenue, profit, cost of removal, installation or reinstallation. This warranty is in lieu of all other warranties expressed or implied.

### Returning Merchandise

CALL 800-223-4743 BEFORE DIGGING UP OR REMOVING ANY INSTALLED PRODUCTS.

Credit for—or replacement of—defective products will not be issued without the installer or distributor first contacting Preferred and allowing our technician to troubleshoot the unit over the phone. Upon the technician's suggestion, a Return Merchandise Authorization (R.M.A.) number will then be issued, authorizing the return of the product. Any returned merchandise without an R.M.A. may be rejected.

When returning merchandise, write the R.M.A. number on the shipping package and any correspondence included; then at sender's expense, send a complete explanation of malfunction(s) along with the product to:

Preferred Technologies Group  
127 W Main Street  
Salunga, PA 17538

Credit cannot be issued and products cannot be advance-replaced if the distributor or installer does not call Preferred before the product is removed in order to troubleshoot the defect with our technician. Credits must have prior approval. Customers may be charged a 15% restocking fee when products are returned for credit.

### Credits & Advance Replacements

Advance-replacements must be prepaid with credit card, plus shipping. The credit card will be credited in full (shipping excluded) when product is returned and the proven defect is covered under warranty. Shipping must always be paid by the customer in advance-replacement situations. Distributors advance-replace at their own risk. Preferred is not bound to honor Distributor advance-replacements without prior approval.

### Bad-Out-of-the-Box

Distributors: In bad-out-of box situations, do the following:

- In your client's presence, call Preferred at 800-223-4743 to determine if a product is bad-out-of-box. Do not assume it is defective. Preferred reserves the right to render a decision for each case that comes before you.
- You will be asked to check the first two numbers of the serial number label for the year of manufacture.
- You will be given an R.M.A. number from Preferred with permission to return the product.
- If the CT-2B, CT-GATE or CF-2C is involved and a new circuit board is needed, (given our permission), take a new board from a new unit in stock and put the new board in the customer's old case. Put the customer's defective board in the new case and send it and all new accessories (photocell &/or transformer) to Preferred.

*Note: Bad-out-of-box is defined as a product that has proven defective either after the initial bench test prior to installation or immediately upon installation. It does not apply to products that have been installed and working for any amount of time.*

### Repair Policy

We do not repair circuit boards. Boards are replaced with the most current issue at a special repair-replacement cost. A five year warranty is included with the new replacement board.

### Shipping Costs

Sender must pay for shipping when returning defective products. Preferred will only pay for return GROUND shipping for products under warranty. Advance-replacement and repair customers must pay for all shipping.

### Dealing Directly

We prefer to deal directly with the installer in repair situations and technical calls. Otherwise, please contact a distributor.