



## **WARRANTY WORKFLOW**

Our warranty for units covers limited costs associated with the repair of defects in materials and workmanship for a period of (1) year from the invoice date. The coverage is limited to reasonable costs that, for example, do not generally include air shipment, overtime labor and/or collateral costs associated with the defect. The warranty is not transferrable so it must be invoked through the original purchaser.

The warranty workflow is designed to work like this:

1. The unit serial number and *potential* warranty service issue is identified through a conversation (telephone and/or email) between our service tech and either the user's representative or that of the original purchaser. A service case is assigned and a parts quote is sent to the original purchaser. At this point it is determined whether or not the unit in question is within the warranty period, but not whether the issue is covered under the warranty.
2. The original purchaser then issues a purchase order for the required item and it is shipped to the installation site.
3. The item is installed either by site personnel, an MTA-USA service tech or an approved third-party service contractor. The charges (if any) for the repair work are billed by the user to the original purchaser. The itemized bill for these charges is then forwarded to MTA-USA for approval, and the defective part(s) is returned to MTA-USA (marked with the case number and with shipping pre-paid). In some cases, return of the defective item is not required.
4. After the item and/or the labor bill is received by MTA-USA the case is evaluated and, if the repair falls under the warranty coverage, then a credit is issued for all, or a portion of the charges, depending on the circumstances.