

# EWS

## Extended Warranty Service

### OVERVIEW

Smartoptics' Extended Warranty Service (EWS) allows the customer to extend the term of the support warranty beyond the standard term. When purchasing the EWS, no additional repair costs are then incurred during the term of the contract should a product need to be returned for repair/replacement.

EWS is an optional support element that can be purchased for any Smartoptics product. All repairs or replacements are handled at Smartoptics centralized warehouse and production facility in Oslo, Norway. EWS can be purchased from date of shipment of goods on an annual basis.

Only a product within warranty can have the warranty extended. If the product is out of warranty, EWS is not available. Warranty can be extended to a maximum of 7 years.

### CLAIM PROCEDURE

All returns need to be handled via the sales channel the goods were purchased from. In the first instance a remote diagnosis is carried out to establish an understanding of the situation. If there is a problem with the Smartoptics component, then an RMA form will be issued requesting further details about the component itself and the application environment. If after remote diagnosis it is deemed that the product needs to be returned for repair or replacement then an RMA number is given so the part can be returned. If the product is irreparable a replacement will be sent out. Smartoptics will endeavor to return the repaired part within 30 days of receiving the goods, or according to quoted production lead-times if new parts need to be produced.

To initiate the process, an email should be sent to [support@smartoptics.com](mailto:support@smartoptics.com) with [sales@smartoptics.com](mailto:sales@smartoptics.com) and the responsible Sales Manager in the CC field.

### EWS PERIOD

The repaired or replaced product will then keep the remainder of its original warranty period. If for example, a product was returned 6 months in to a 24 month EWS contract, the remaining period of the EWS for that product is 18 months. Total warranty is 7 years (1 year inclusive warranty, extendable with up to 6 additional years)

### SHIPPING

Customer is responsible for all shipping costs when the product is shipped to Smartoptics. Smartoptics is responsible for all shipping costs when returning the part back to customer.

### ORDERING INFORMATION

Part number	Description
SO-EWS	Extended warranty service

\* x = number of years required for EWS. First year included as standard