

## PRO-FACE AMERICA REPAIR POLICY

It is our goal to provide the longest repair service and support possible on our products. We strive to provide service and support for many years long after product discontinuation occurs. A recommended product migration path can be found under the discontinued products section of our website.

Our experienced staff of senior level repair technicians provide industry leading repair support. Products serviced by Pro-face get a comprehensive and in-depth repair and complete review that only an OEM can provide.

The more details provided about the product failure the faster we can assess the product and effect repairs. Need even faster turnaround? Expediting is available (use expedite check box on the RMA request form).

All repairs are first-in first-out whether in or out of warranty (Expedited services are the only exception). Repair services are covered under warranty for 90-days or the length of the unit's remaining factory warranty period (whichever is longer). Replacement is considered under special circumstances and is at the sole discretion of Pro-face America.

We offer service and support centers worldwide. If you have a warranty repair or product failure outside of North America, we have offices that can help. Contact your local Pro-face office who will assist you in getting your product repaired. Repair may take place locally within your country or at the nearest repair center. Check out our global sites or contact us for an office nearest you. You may also contact our customer service group for assistance at: 800-289-9266 or [customercare@profaceamerica.com](mailto:customercare@profaceamerica.com).

Please inform us if you want it to be Expedited or let us know if there are any special issues concerning this RMA. Upon confirmation of payment methods or purchase order (if applicable), your RMA# will be issued.

RMA numbers are issued upon receipt of a purchase order, credit card or cash in advance. Credit References are required from customers who have not done business with us in the last twelve months. Purchase Orders are subject to Pro-face Standard Terms and Conditions.

If you have any questions, please contact:

Pro-face America RMA Coordinator  
734-477-0613  
[rmasupport@profaceamerica.com](mailto:rmasupport@profaceamerica.com)

### Brands Serviced

*Pro-face  
Products*

**Pro-face®**  
**X**YCOM™  
**Digital**

*Other  
Brands*

**QuickPanel**  
**TOTAL CONTROL** • **VIEWTRONIX**  
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