

Omron Electronics LLC

Repair Policy



1. Introduction

1.1. Repairs may be sent to Omron via either repair facility (St. Charles for warranty repairs) or through an established Omron contact (i.e. Omron Distributor). If your Omron product for repair was purchased through a distributor, please work through that distributor for the return.

1.2 Please include the following information with your repairs:

- ? Contact Name
- ? Company Name
- ? Address
- ? Phone
- ? Fax
- ? Itemized list of the units to be repaired
- ? Special instructions (rush, special shipping, report request, etc.)
- ? Any failure systems, if known

Multiple packages should include a packing slip in each box, and should be marked "1 of X."
Completing our standard "Repair Description Form" is preferred. Once your repair is received, we will fax a quote to your attention.

2. Purpose

2.1. This Policy establishes a system for a customer to return a product for repair, then have it shipped back. It describes how the OEI Repair Depot will handle these requests for Repair and Warranty Analysis.

3. Application

3.1. This procedure applies to the Repair Depot, and affects Marketing and Sales divisions, authorized Omron Distributors and direct Omron customers.

4. Associated Material

4.1. Repair Description Form (include in box with repair)

4.2. Repair Quotation Authorization Sheet

5. Repair Description Form

5.1. The Omron distributor (or customer) completes a Repair Depot Form (RDF) with information provided by the contact person or equipment.

5.2. RDF's are available through the Repair Depot or the website. If there are more than 2 products returned, please complete separate RDFs.

6. Work Order Number

6.1. All work processed through the repair depot will be assigned a Work Order Number that can be used for tracking and history. This number will be on the faxed "Repair Quotation Authorization Sheet" after the component has been analyzed.

7. Locations of Repair Centers

7.1 The product may be sent to one of the repair centers listed on the website, per its warranty. All warranty repairs must be sent to the St. Charles Repair Depot.

8. New Product Repair Warranty

8.1. Products under warranty are repaired or analyzed at no charge.

8.2. The Repair Depot will evaluate the product based on lot number only. If the unit is out of warranty the Repair Depot will fax a quote. If you feel the unit is still under warranty due to extenuating circumstances such as extended warranty, please notify the Repair Depot. All warranties are subject to Omron's standard terms and conditions. It may be determined that more information is needed to complete the evaluation. If the distributor cannot get the necessary information, the Repair Depot will make a determination based on the provided information and finish processing the product.

8.3. Warranty determination is based on the terms and conditions of sales, paragraph 12, of the FA retail-pricing book. It states that, " Omron warranties its products to be free of defects in materials and workmanship for a period of 12 months from the date of shipment." Omron's obligation under this warranty is limited solely to repair or replacement at Omron's discretion.

8.4. Distributors will be asked to provide proof of shipment date on warranty claims in question. Packing slips and invoices are considered evidence of shipment that the Repair Depot will accept.

9. Reparability of Products

9.1. Product models that are eligible for repair are PLC's, temperature controllers, counters, SYD timers, measurement sensors, display terminals, I/O and communication modules, drives.

9.2. Product models such as sensors and sealed temperature controller, timers, counters (TTC), limit switches, and software products are not eligible for repair because of their low cost and construction. Non-repairable products are only evaluated under warranty when requested.

10. Warranty on Repair Work

10.1. Omron Repair Depot will warrant the repair work of product for one (1) year after shipment. This warranty covers the entire control or circuit board, not just the parts replaced. Simply return the unit indicating a warranty situation. Items repaired under warranty will carry the remainder of their regular warranty term.

11. Factory Repair Only

11.1. Some products cannot be repaired domestically. If a product must be returned to the overseas factory, you will be notified in your quote. In this situation, repair times may be extensive.

11.2. If approved, the Repair Depot will send the product to the factory. In this case, the distributor/customer will be responsible for shipping and handling charges. After the product is repaired and returned to the Repair Depot, the failure information will be sent to the distributor/customer if requested at time of the quote.

12. Domestic Repairs

12.1. The Repair Depot will visually evaluate the products being returned prior to electrical testing.

12.2. Products will be evaluated upon receipt. After evaluation, the distributor/customer is informed of the problem found and the cost to repair the product via fax.

12.3. No repairs are made until they are approved by the distributor/customer.

12.4. The distributor/customer is given five (5) working days to get authorization and inform the Repair Depot. The distributor/customer will continue to receive the quote every week until authorization has been received by the Repair Depot.

12.5. After approval is given for the repair, the Repair Depot will complete the required repairs. When the repair is made, the products are re-tested for correct operation and returned to the distributor/customer. An invoice of the charges is sent separately. Omron does accept major credit cards for payment.

13. Expedited/Emergency Repairs

13.1. Expedited repairs will be handled within 2 business days for emergencies only. Emergency repairs are for customers with line-down situations or customers without spare products. Emergency repairs will be charged a 25% premium of the standard repair cost plus freight charges.

13.2. The Repair Depot will complete the testing to determine how the product failed. We will not guarantee that we will be able to repair the unit. Fees for expediting are on a per unit basis.

14. Shipping

14.1. After the charges have been accepted and the unit has been repaired, it will be shipped back directly to the distributor/customer (FOB Designation). Direct shipments must be approved by the Repair Depot before any products are returned.

15. Disclaimer

15.1. Omron Repair Depot reserves the right to change any fees and/or prices without prior written notice.