



**2010 LIMITED WARRANTY STATEMENT
SERVICE POLICY GUIDELINES**

WARRANTY STATEMENT

This warranty policy supersedes all previously released warranty policies and is effective as of the date of this documents release.

Japan Radio Company Ltd. (JRC) warrants its products to be free from manufacturing defects or failures which result during normal operating conditions from the date of purchase or installation for a period not to exceed:

2 Years (24 Months) Parts
1 Year (12 Months) Labor

Failures resulting from improper installation, operation, maintenance, abuse, physical damage, accidents, smoke, fire, modifications, lightning or any acts of God will not be covered under the terms of this warranty. Any equipment which has had its serial number removed or has been modified is not covered under the terms of this warranty.

Software updates are only covered under the terms of this warranty if their purpose is to correct a known system bug or flaw. Software updates offering enhanced performance or additional features are considered upgrades and do not qualify as a warrantable condition.

WARRANTY SERVICE

Warranty service on all vessels must be pre authorized by JRC and accompanied by a JRC issued service request prior to commencement of service once warranty status has been verified. In order to receive a JRC service request the following information must be provided:

- Model of equipment.
- Serial number of equipment.
- Purchase date, installation date and or installation report.
- A detailed description of the problem or fault.
- Vessel name, port of call with ETA and ETD, local agent and shipping information.

WARRANTY VERIFICATION

Prior to the commencement of service, warranty status on equipment will be determined by JRC. Warranty may only be validated by the following:

1. Installation-commissioning report
2. Invoice showing purchase date of equipment
3. No later than 180 days from the purchase date from JRC (if no proof of purchase can be provided)

WARRANTY ALLOWANCE

JRC authorizes the following maximum labor and travel amounts on a per incident basis for warranty repairs unless otherwise indicated. All costs above the following maximum scheduled amounts are the responsibility of the customer or vessel and will not be considered for payment unless preauthorized by JRC. Cost incurred for tolls, ferries, cranes, divers, taxis, launch vessels and helicopters are NOT covered by JRC warranty.

Allowances covered under this warranty policy are limited to the following:

- 4 Hours standard advertised dealer labor rate
- 2 Hours standard advertised dealer labor rate for travel
- 125 Miles at posted IRS rate per mile
- Overtime and overtime travel will be compensated at standard dealer rate as advertised

NOTE: Exceptions to this allowance will be handled on a case by case basis and must be approved before the scheduled repair. Extra travel to conduct follow up repairs must be re-evaluated prior to the follow up repair.

EXCEPTIONS

GPS Antennas	1.5 Hours onboard (Replacement Only)
GPS Displays	1.0 Hours onboard (Replacement Only)
Navtex/ Weather Fax	2.0 Hours onboard
Printers	1.0 Hours (Replacement Only)

Any warranty repairs made to equipment by the JRC service department will only qualify for a maximum labor credit of 2.0 hours (labor and travel) for removal and reinstallation by the service dealer. JRC will not authorize reimbursement for any warranty service prior to satisfactory completion of repair.

WARRANTY EXCEPTIONS

JRC solely reserves the right to make exceptions to this warranty policy. Warranty claim submissions exceeding the scheduled amounts which have not been previously approved by JRC will only receive credit for the maximum scheduled amounts.

REQUIREMENTS FOR SERVICE

Warranty claims being submitted for credit must comply with the following:

- Warranty status has been verified prior to the submission of claim.
- Model and serial numbers are indicated on the claim.
- Invoiced labor, travel and mileage costs are consistent with the allowed amounts.
- Labor, travel, and mileage charges submitted on an original standard dealer invoice or NMEA claim form will be accepted for warranty credit. Hand written invoices are not accepted and will not be considered.
- A typed service report containing detailed description, in English, of the problem and the corrective action taken to correct the problem, along with any parts used to complete the repair. Each service report must only be relevant to the warranty repair and service reports containing other information, work performed or work related to other manufacturers equipment will be returned to the dealer (agent) for correction before compensation. The service report **MUST** be signed by the vessel master or person in charge and contain the vessel stamp.

WARRANTY PARTS REQUISITION

All parts required for warranty repairs must be submitted, in writing, along with a copy of the Service Request. All service parts will be shipped from JRC Seattle by best conventional means. In the event priority shipping is required, shipping charges will be the responsibility of the service dealer (agent) or customer.

DEFECTIVE WARRANTY PARTS RETURN

The original defective parts from warranty repairs must be returned to JRC within 15 Days from the completion date of the repair. All returned parts must be accompanied by both a complete Return Parts Tracking Form, an RMA number and a copy of the Service Report. Parts that are not returned to JRC Seattle will result in the delay of payment of the dealers labor invoice.

Please contact JRC for an electronic copy of the Return Parts Tracking Form. RMA numbers may only be obtained by contacting JRC.

REPLACEMENT PARTS GUARANTEE

JRC guarantees replacement parts to be free from manufacturing defects for a period of 90 days from their purchase date. Replacement parts required for warranty repairs will be covered for the remainder of the original parts warranty period or 90 days from the purchase date of the replacement part, whichever comes later. Parts required for non-warranty repairs will be covered for a period of 90 Days from purchase date of the replacement part excluding any labor costs. Any service part deemed defective upon receipt must be returned within 30 days of purchase with a service report(s) detailing the defects and that installation of similar part cured the fault. All shipments are shipped Ex Works Factory. Shipments are not insured unless specified on the PO. In the event a replacement part is damaged during shipment please notify the carrier and JRC. Shipping claims must be filed by the consignee. JRC is not responsible for loss or damage.

INVENTORY PROCESSING FEES

Replacement parts ordered under the recommendation of JRC Service Department personnel will not be assessed an inventory processing fee if returned within 15 days to JRC in their received condition. Parts which are ordered without JRC Service Department consultation for shotgun style repairs will be charged a \$125.00 or 15% (whichever is lesser) inventory processing fee per item upon return following JRC service department evaluation.

Replacement parts which are being returned for full credit from dealer inventory after a period of 90 days will be charged a \$125.00 or 15% (whichever is lesser) processing fee per item following JRC Service Department evaluation unless a previous conditional return has been arranged.

For further assistance please contact JRC Service 206-654-5644.

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