

## em-trak non-warranty repair service

### Scope:

The em-trak non-warranty repair service covers the following products, categorised into two tiers and their associated pricing structures –

#### Tier 1:

A100 Class A (405-0025 / 405-0045)

- Inspection fee: \$100
- First hour of repair: \$130 (minimum charge)
- Every 15 minutes thereafter: \$80
- Parts: as required (minimum of \$10)
- Shipping: standard courier cost

#### Tier 2:

B100 (411-0001)

B300 / B330 Class B (413-0050 / 413-0082)

R100 / R300 receiver (412-0001 / 413-0058)

S100 / S300 splitter (416-0013 / 413-0060)

I100 (417-0001 / 417-0052)

- Inspection fee\*: \$100
- Parts: as required (minimum \$10)
- Shipping: standard courier cost

\* The inspection fee covers the labour cost for the repair.

### Warranty:

All repairs are warranted against failure for a period of 3 months.

### BER:

em-trak Marine Electronics Ltd reserve the right to deem any unit as BER (beyond economical repair).

This is normally determined by extensive damage to the unit, or when the repair cost exceeds that of a replacement unit.

### Payment:

Payment terms are as per the existing em-trak dealer agreement.

### Contact:

More information can be requested by submitting a request through the support site (<https://support.em-trak.com>), or by emailing [support@em-trak.com](mailto:support@em-trak.com).