
■ LOANER SYSTEMS

Loaner systems. Loaner systems are available as needed at extra cost.

Hot ship. If your system is down, a similar (not necessarily identical system) will be “hot shipped” from our service stock to your location, freight prepaid. You can use this loaner system until your unit can be repaired and returned to you.

Repair and return. Winchester Systems then uses the standard in-warranty troubleshooting and shipping procedures to repair your system. When you have your system back and it is fully operational, you return the loaner system, freight prepaid.

As part of an Annual Service Contract you may elect any or all of the above options. Our Sales or Service organizations will be glad to assist you in designing a flexible service contract which meets your requirements. Please contact us for additional information and pricing at 800-325-3700 .

OUT-OF-WARRANTY REPAIRS

Purchase order required. Out-of-warranty repairs require a repair Purchase Order Number. Parts received without a Purchase Order Repair number may cause a delay in your parts repair.

Time and materials. Out-of-warranty systems can be serviced much like in-warranty systems. You are billed for actual time and materials costs for parts, labor (including telephone support) and all shipping and packaging costs.

Service contract recommended. The delay in obtaining a purchase order number is prohibitive in many organizations. You should strongly consider obtaining a service contract to avoid unnecessary delays in obtaining repair services. Parts & availability not guaranteed without contract.

Priority. Warranty and service contract repairs take priority over out-of-warranty repairs. To avoid possible repair delays, a service contract may be advisable.

Factory labor rates. Diagnosis and repair labor in the factory is billed at a \$175.00 per hour flat rate with additional costs for parts. Repair costs are quoted in advance of actual repair for customer approval.

Telephone support. Phone support is billed at \$175.00 per hour during normal business hours with a one (1) hour minimum. Support after normal business hours is billed at \$275.00 per hour with a one (1) hour minimum.

Behind every system we deliver is a team of dedicated and trained professionals constantly striving to achieve 100% customer satisfaction.

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