



Effective April 2017

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Our goal at Ritron is to provide customers with the best repair service at the lowest cost. Therefore, Ritron has instituted a "Fixed Cost Repair Program" for common Ritron models returned for factory service. This program minimizes factory turnaround time and repair charges. This directly benefits Ritron customers by limiting downtime and decreasing long-term cost of ownership.

## **Benefits of Ritron's Fixed Cost Repair Program**

### **Radio Repair and Testing**

We repair all incoming radios, then test them the same as we do brand-new units. The experienced Ritron staff of factory-trained service technicians, utilizing the latest electronic test equipment, performs all repairs and tests.

### **Technology Updates**

We add important model improvements and updates to your radio when we repair it. This technology update assures you that your radio has all the latest improvements, for maximum radio operating life and performance.

### **New Repair Parts**

When we diagnose a Ritron radio sent in for repair as having defective or marginal board-level component(s), we do not replace these components with used or refurbished part(s); we use new replacement part(s). However, the board assembly may be refurbished.

### **Case Cleaning and Re-labeling**

We clean all radios externally before we return them. Where necessary, we apply new labels to help keep your RITRON product looking and operating as it did when it was new.

### **Extensive Quality Control Procedure**

All repaired Ritron products are subject to a stringent Quality Control procedure before shipment-the same procedure as is performed on all our new products. Each radio meets uncompromising quality control specifications before we return it to you.

### **Three-month Limited Repair Warranty**

When your Ritron product leaves our Indiana factory, you can feel secure in knowing the repair is under warranty for three months.

### **Made ... and Repaired in the USA**

As well as the confidence you can feel in American-made Ritron products, you can also have confidence in our customer support and repair systems.

Our centrally located factory and repair center in Carmel, Indiana houses both manufacturing and repair facilities: engineering, testing and service departments, any requirement for manufacture or repair of your radio. This expert resource, supported by in-house parts and materials, provides fast turnaround for our Ritron customers.

**Send radios to be repaired to the Customer Service Department at:**

**Ritron, Inc. • 505 W Carmel Drive • Carmel, IN 46032**  
**Ph: 317-846-1201 • Fax: 317-846-4978**  
**Email: [tech\\_support@ritron.com](mailto:tech_support@ritron.com) • Web site: [www.ritron.com](http://www.ritron.com)**

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**Thank you for buying American-made Ritron Products**

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## SCHEDULE OF CHARGES

### Fixed-Cost Repair

The products listed below will be repaired for a fixed cost, shown in the Repair Rates table. The product returned to Ritron must be repairable; Ritron reserves the right to refuse to repair returned product for any reason or for no reason. For non-warranty items, a \$10 handling charge will be incurred.

### What is Covered at Fixed-Cost

1. Repair or replacement - at Ritron's option - of the printed circuit board and associated components, parts and sub-assemblies.
2. A new or refurbished housing, if needed, at Ritron's option.
3. UPS Commercial Ground Freight. UPS rural, residential, 1, 2, or 3-day Air Shipment is available at extra cost.

### What Is Not Covered

Radio fixed-cost repairs do not cover UPS C.O.D. , rural, residential, or UPS 1, 2, or 3-day Air Shipping charges, nor accessories such as holsters, belt clips, antennas, chargers, microphones, speaker microphones, headsets and earphones. See current price lists.

### Other Ritron Products

Ritron Repeaters and Telemetry systems - including all RTU and RM modules, telephone interconnects and other interface boards - will be repaired at the rate of \$80 per hour (1/2 hour minimum), plus parts, shipping and handling.

### Expedite Options

We provide the following options to accommodate emergencies in which items must be repaired, then shipped from Ritron, within 48 hours of receipt.

**NOTE:** The expedite fees shown below are in addition to normal repair charges and shipping method requested.

- \$10 each: Portable, Mobile, DT, or DR Module
- \$35 each: Repeater with or without interface boards, RTU, RM, RP-200, or RTL/ SU.

### Estimates

For \$25, Ritron will provide a repair estimate for the models listed in the "Other Ritron Products" section. Please provide a brief description of the problem, the model and serial number of the radio, your telephone and fax number, e-mail address, and the name of the person to contact about the estimate.

### Terms

All repairs are to be paid C.O.D. If charges are in excess of \$350, please make payment by certified check or money order.

#### **Fixed Cost Repair Rates (includes UPS Commercial Ground only shipping)**

<b>Model</b>	<b>w/o Battery Replacement</b>	<b>With Battery Replacement</b>
DTX, DTX PLUS, DTXM, DTX-Ls (all) Transceiver Modules	\$114	N/A
GateGuard Systems	\$125	N/A
JBC (all) Handheld Radios	\$79	\$92
JBS/PBS (all) Base Stations	\$115	N/A
JBX (all) Handheld Radios	\$105	N/A
JMX (all) Handheld Radios	\$105	\$137
LM (all) Loudmouth Receivers	\$115	N/A
R-SERIES Doorcom System	\$115	N/A
R-SERIES Doorcom Transceiver Only	\$82	N/A
R-SERIES Doorcom Remote Head Only	\$30	N/A
RPM (all) Mobile Radios	\$150	N/A
RQA/RQT (all) Quick Talk/Quick Assist Transmitter	\$115	N/A
RQX/RQX-XT (all) Callboxes	\$115	N/A
RTX (all) Handheld Radios	\$94	N/A
SLX/PT/JV/JU (all) Handheld Radios	\$115	\$160 (includes clip)
SST (all) Handheld Radios	\$82	\$137
TeleSwitch	\$150	N/A

Frequency change only, per channel \$5, \$5 to clone each additional radio, \$25 minimum charge per order.

**NOTE:** Rechargeable batteries which are over two years old are past their normal service life and do not provide full power for the transceiver therefore, they are replaced as part of normal service.