

CTI 2500 Series PLC System Repair and Upgrade Program

CTI is committed to continued service and product support with a strong repair and upgrade program

CTI prides itself in maintaining the highest possible level of quality in our design and manufacturing processes, but there are instances when a product requires an upgrade or repair. CTI has several programs to help you get your product back into operation as quickly and efficiently as possible. CTI has developed these programs to aid in fast material processing and providing repairs, exchanges and upgrades.

CTI uses the same quality guidelines when repairing our products as those used in our original manufacturing process. We enhance all repaired products by incorporating all the up-to-date engineering design enhancements while maintaining backward compatibility. This means you can expect a long investment life cycle.



Products may be returned through any one of our global distributors or by contacting CTI directly. Your call will be greeted by CTI's friendly support specialists who will help you with the best repair, exchange or upgrade option.



Take advantage of CTI's bounce-back cards for opportunities such as increased time allowances for software updates and even free product support software. By always registering your product with CTI we can keep track of your product and ensure you get product upgrade announcements and any technical advisories that may be sent out for your products.

Quality assurance is built-in for every repair. We take a detailed approach to all our products sent in for repair or upgrade.

Receipt and Inspection. CTI verifies model number, serial number, product hardware and revision level. We maintain a Serial Number Database and track every product's history throughout the life of the product. As a part of the incoming inspection and throughout the repair process, all products are put through the same stringent tests that new products go through before they leave our plant.

Latest upgrades and enhancements. After testing, units are evaluated for upgrades and enhancements. All units are upgraded to the fullest extent where applicable.

Component testing and replacement. All circuits and components are tested and verified to meet the same requirements as new units currently shipping from CTI. In order to simulate real world situations and detect premature failures and intermittent problems, all modules are placed in a dynamic test environment.



Shipping. CTI carefully packs all units in anti-static bags and original custom-engineered containers.

We ship all domestic repairs overnight to help ensure timely return to the customer.



Control Technology Inc.

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Phone: 865/584-0440 Fax: 865/584-5720 www.controltechnology.com

Remanufacturing Policies and Procedures

General Information

This document contains information on CTI 2500 Series products. You can obtain a product listing from CTI showing the repair or exchange cost for each product.

Service Quotations

CTI is available to provide a complete quotation for any product being returned. These quotes are accurate and guaranteed. By working with each customer on a one-on-one basis, we keep the disruption to you, the customer, to a minimum during the repair or upgrade of your product. Contact a CTI Customer Service Specialist at 865/584-0440 or your local CTI Distributor.

Product Service Categories

To provide the very best in customer support, CTI has established six service categories. Each of these categories has certain benefits.

1. Warranty Repair

This type of repair applies to all modules having hardware, firmware, or design defects which are returned to CTI during the warranty period. This also includes certain software upgrades. Contact CTI Customer Service for detailed information on your product. CTI's warranty policy is explained in the CTI Standard Product Warranty.

2. No Problem Found

This category applies to all units returned for repair that, during testing, CTI can identify no problem with either the hardware or software. There is a standard charge for any unit fitting this description whether the unit is in or out of warranty. To avoid unnecessary charges, contact CTI Technical Support at 865/584-0440. Our Technical Specialists will guide you through troubleshooting to determine if the unit does in fact have a problem. If CTI's Technical Specialist is unable to help you identify the problem, you will be transferred to Customer Service to receive an RMA (Return Material Authorization) number. *Note: The warranty status of the unit will remain unchanged. No warranty extension will apply to these units.*

3. Standard Repair

This category includes units not under warranty that, during testing, CTI has found to have a hardware or software problem. These units will be repaired and then returned to the customer. All repaired units go through the same test and burn-in procedure as new units and are covered by the CTI Standard Repair Warranty of 180 days.

4. Exchange

This category applies to units that have become outdated and have been replaced by units with new components or features that older units cannot support. CTI will provide an exchange at a very attractive replacement cost which is slightly higher than the Standard Repair Cost. The exchanged unit from CTI comes with a full one year Standard Product Warranty. Contact CTI for exchange procedures, pricing and availability.

5. Non-repairable

This category applies to all units returned to CTI for repair that are determined, during testing, to be unrepairable. Generally, units with printed circuit board damage or units that have been modified by the customer are unrepairable. CTI must go through a number of tests and board inspections to determine repairability. When a unit is deemed unrepairable due to customer modification or application abuse, a flat non-repairable evaluation charge will be applied to cover the cost of labor.

6. Upgrade Category

CTI offers upgrades for some products. These upgrades are usually firmware related and are easy for the customer to perform. CTI provides upgrades on a situation-by-situation basis. If you are notified or made aware of an upgrade, contact CTI for a quote and procedures to complete the upgrade.

7. Quick Turn / Rush Repair

CTI offers a quick return or rush repair option. With this option CTI will provide a 5 working day repair turnaround providing components are available. CTI will return units via next day air for units shipped in the United States.

Remanufactured, Exchange and Upgrade Policies and Procedures

Standard Repair or Upgrade Policy

In the event that the product should need to be repaired during or after the warranty period or require a software or hardware upgrade, a Return Material Authorization (RMA) number must be requested by Fax, Email or verbally from CTI Customer Service. CTI requires a Purchase Order Number whether the unit is in or out of warranty; this is a necessary part of the repair tracking process. So warranty can be determined, you must be able to supply CTI with the serial number of the unit being sent in for repair or upgrade. The serial number is generally the bar coded label on the printed circuit board. The RMA number issued to you must be referenced on your purchase order and all accompanying paperwork. The current repair and upgrade rates can be obtained, as well as any other questions regarding RMAs, by calling CTI Customer Service at 1-800-537-8398. *Caution: If units are sent to CTI without an RMA number they will not be accepted by our receiving department and will be returned to the sender.*

Procedures for obtaining an RMA

Contact CTI Customer Service at 1-800-537-8398 or 865-584-0440 Monday through Thursday, 8:30 A.M. to 5:30 P.M. EST and Friday, 8:30 A.M. to 12:00 P.M. EST.

Information Required:

- CTI Product Number with Serial Number
- Customer Billing and Shipping Address
- Customer Purchase Order Number
- Return Type:
 - Warranty Repair and Return
 - Standard Repair and Return
 - Exchange
 - Upgrade Only
 - Credit
- Customer Problem/Complaint

CTI Shipping Address:

Control Technology Inc.
5734 Middlebrook Pike
Knoxville, TN 37921
RMA# (Include your RMA# in the CTI Shipping Address.)

An RMA Request Form is included in this brochure. You may also obtain the RMA Request forms from CTI's Web site. You may print out the forms and fax the completed form to CTI or you may complete the form online and submit it directly from our Web site. Our Web site is address www.controltechnology.com.

Exchange Program Authorization Form

Customer: _____ Fax #: _____

CTI Customer Service Representative: _____

Special terms covering exchanges

CTI will provide an exchange for outdated units and units that are in need of repair. CTI has also designated certain products as Exchange Only. Products that are Exchange Only have been replaced by a new and improved version and are no longer being repaired. Please read the procedure for the Exchange Category and the Special Condition section below. These units have a slightly different RMA Procedure. Please call CTI with any questions or details you might need.

Obtaining an RMA for units to be sent in under the Exchange Program

Step 1 - Contact CTI Customer Service at 865-584-0440.

Step 2 - Be ready to provide the same information required for any standard warranty or repair request (i.e. model number, serial number, etc.).

Step 3- CTI will issue an RMA Number for the unit being returned. There are three parts to this RMA:

Part 1. Please read the **Special Conditions** below and if they are acceptable, sign this page and fax it to CTI at 865-584-5720. *Note: Your replacement unit will not ship until this document is received by CTI Customer Service.*

Part 2. CTI will first bill the normal cost of the unit being exchanged.

Part 3. After CTI receives the unit being exchanged, CTI will issue a credit on the billing. The credit will be equal to the unit cost minus the exchange price.

Step 4 - CTI will ship a new or remanufactured unit to the customer immediately or as soon as possible depending upon product availability. You will be quoted a shipping date when you receive your RMA number.

Step 5 - Return the unit being replaced on the RMA given within 30 days to receive the credit.

Special Conditions:

1. The unit being replaced must be returned to CTI within 30 days of the date the RMA Number is issued. If the unit being replaced is not returned and received by CTI within 30 days, the credit will not be issued and the unit will be returned to the customer.
2. The unit being returned to CTI must be in repairable condition to receive the credit. Units returned to CTI in unrepairable condition will be returned to the customer and the credit will be voided, leaving the customer responsible for the original billed list value. *Note: This condition does not apply to*

Discontinued Products that are Exchange Only Products.

Fax a copy of this page to CTI complete with your signature acknowledging and accepting the above Exchange Program and Special Conditions. CTI must receive a copy of this page before the replacement unit can be shipped.

CTI fax number: 865-584-5720.

Signed _____

Date _____

RMA Request Form

Date: _____

Fax this completed form to CTI at 865-584-5720.
*** indicates required information**

*** Company Name:**

*** Purchase Order Number:**

***Billing Address:**

***Shipping Address:**

***Contact Name:**

***Email:**

***Phone:** _____ **ext.** _____

***Fax:**

***CTI Model Number:**

***Serial Number:**

Description of Problem: _____

Comments: _____

Please send me a Repair/Calibration Report Yes No

A CTI Customer Support Specialist will contact you with a confirming RMA Number either by phone, fax, or email. Please let us know the preferred method of reply.

Phone Fax Email

CTI Shipping Address (include the RMA Number on the address label):

**Control Technology Inc.
5734 Middlebrook Pike
Knoxville, TN 37921**

Control Technology RMA Repair Report

THIS REPORT MUST BE RETURNED WITH THE REPAIRED UNIT

RMA NUMBER _____

PRODUCT NUMBER _____

SERIAL NUMBER _____

CUSTOMER REPORTED PROBLEM:

PROBLEM FOUND BY CTI REPAIR TECH:

CORRECTIVE ACTIONS TAKEN

REPLACED COMPONENTS

RECALIBRATED _____ BURNED IN _____ HRS _____

FINAL TEST _____

TECH COMMENTS

Calibration Certificate

This is to certify that the CTI I/O module identified above was tested and calibrated by CTI trained Test Department Technicians. All I/O modules returned are restored to their original operational specifications per the original date of manufacture of the unit. The original module specifications may be found in the Installation and Operation Guide or the Product Bulletin in effect at the time of manufacture. The instruments used in the calibration process are traceable to the N.I.S.T. Standards. Supporting documentation relative to the instrument's calibration is kept on file at CTI.

Date _____ Test Technician _____

This form is intended for CTI customers use only. CTI has made every effort to ensure the accuracy of the information on this document, but does not guarantee or accept any liability for the use of this information.

Please contact CTI's RMA Department at 865-584-0440 if there are any questions.

CTI Standard Product and Exchange Unit Warranty

CTI warrants that all CTI Industrial Products shall be free from defects in material and workmanship for a period of one (1) calendar year after purchase from CTI or from an authorized CTI Industrial Distributor. This CTI Industrial Product will be newly manufactured from new and/or serviceable used parts which are equal to new in the Product.

Should this CTI Industrial Product fail to be free from defects in material and workmanship at any time during this one (1) year warranty period, CTI will repair or replace (at its option) parts or Products found to be defective and shipped prepaid by the customer to a designated CTI service location along with proof of purchase date and associated serial number. Repair parts and replacement Product furnished under this warranty will be on an exchange basis and will be either reconditioned or new. All exchanged parts or Products become the property of CTI. Should any Product or part returned to CTI hereunder be found by CTI to be without defect, CTI will return such Product or part to the customer.

This warranty does not include repair or damage to a part or the Product resulting from: failure to provide a suitable environment as specified in applicable Product specifications, or damage caused by an accident, disaster, acts of God, neglect, abuse, misuse, transportation, alterations, attachments, accessories, supplies, non-CTI parts, non-CTI repairs or activities, or to any damage whose proximate cause was utilities or utility-like services, or faulty installation or maintenance done by someone other than CTI.

Control Technology Inc. reserves the right to make changes to the Product in order to improve reliability, function, or design in the pursuit of providing the best possible Product. CTI assumes no responsibility for indirect or consequential damages resulting from the use or application of this equipment.

THE WARRANTY SET FORTH ABOVE IN THIS ARTICLE IS THE ONLY WARRANTY CTI GRANTS AND IT IS IN LIEU OF ANY OTHER IMPLIED OR EXPRESSED GUARANTY OR WARRANTY ON CTI PRODUCTS, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE AND IS IN LIEU OF ALL OBLIGATIONS OR LIABILITY OF CTI FOR DAMAGES IN CONNECTION WITH LOSS, DELIVERY, USE OR PERFORMANCE OF CTI PRODUCTS OR INTERRUPTION OF BUSINESS, LOSS OF USE, REVENUE OR PROFIT. IN NO EVENT WILL CTI BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

CTI Standard Repair Warranty

CTI warrants that all CTI Industrial Products shall be free from defects in material and workmanship for a period of 180 calendar days after shipment from CTI or from an authorized CTI Industrial Distributor. This CTI Industrial Product will be newly manufactured from new and/or serviceable used parts which are equal to new in the Product.

Should this CTI Industrial Product fail to be free from defects in material and workmanship at any time during this 180 day warranty period, CTI will repair or replace (at its option) parts or Products found to be defective and shipped prepaid by the customer to a designated CTI service location along with proof of purchase date and associated serial number. Repair parts and replacement Product furnished under this warranty will be on an exchange basis and will be either reconditioned or new. All exchanged parts or Products become the property of CTI. Should any Product or part returned to CTI hereunder be found by CTI to be without defect, CTI will return such Product or part to the customer.

This warranty does not include repair or damage to a part or the Product resulting from: failure to provide a suitable environment as specified in applicable Product specifications, or damage caused by an accident, disaster, acts of God, neglect, abuse, misuse, transportation, alterations, attachments, accessories, supplies, non-CTI parts, non-CTI repairs or activities, or to any damage whose proximate cause was utilities or utility-like services, or faulty installation or maintenance done by someone other than CTI.

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THE WARRANTY SET FORTH ABOVE IN THIS ARTICLE IS THE ONLY WARRANTY CTI GRANTS AND IT IS IN LIEU OF ANY OTHER IMPLIED OR EXPRESSED GUARANTY OR WARRANTY ON CTI PRODUCTS, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE AND IS IN LIEU OF ALL OBLIGATIONS OR LIABILITY OF CTI FOR DAMAGES IN CONNECTION WITH LOSS, DELIVERY, USE OR PERFORMANCE OF CTI PRODUCTS OR INTERRUPTION OF BUSINESS, LOSS OF USE, REVENUE OR PROFIT. IN NO EVENT WILL CTI BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

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