



Cellular Special Systems Warranty

PROJECT NAME:

DATE:

IES JOB NUMBER:

Standard Warranty: IES warrants the Special Systems furnished to be free from defects in workmanship (i.e., cables, connections, structures) failure for a period of **1 year** from _____ date of acceptance or first beneficial use. Warranty service for such defects will be handled reasonably and timely from the time the Owner or their agent notifies IES.

Manufacturer's equipment warranties attached. IES will support manufacturer's equipment warranty for the term established by the manufacturer on a depot basis. After the 1 year warranty all activities in support of manufacture warranties are billable at rates current at that time.

To initiate a service request, submit an email to Portland.Service@iescomm.com.

- Include a description of the issue, location of the issue i.e. Admin Building, DCB1, DCB2, IBOS, etc.
- If known, the device related to the issue i.e. ERRCS head end, coverage antenna, any Annunciator alarm, etc.

Warranty does not apply to any product that has been subject to misuse, neglect, accident, or operational error.

NOTES

- All work is scheduled for regular business hours unless otherwise noted. There is an additional charge for work scheduled on nights or weekends.
- Technicians must have free and clear access to all areas needed for the repair.
- All electrical is provided and installed by others.
- Any changes to the scope of work must be submitted in writing prior to work being performed.
- Permits, if required, are included.
- Service Level Agreement proposal(s) will be provided with the closeout of the entire TTX campus system(s).

Company Name

Street Address / City ST ZIP