

 NAUTILUS HYOSUNG



**Nautilus Hyosung America,
Inc. ATM/TCR Warranty
Policies and Procedures**

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Warranty Policies and Procedures

Manufacture Limited Warranty

Nautilus Hyosung (NHA) warrants all ATM Products to be free from defects in material and workmanship for a period of **ONE (1) YEAR** on PARTS for ATM's and **SIX (6) MONTHS** on PARTS for TCR's beginning 15 days from the shipping date, with the exception of the Dial/Electronic combination locks which are covered for 90 days. The limited warranty is subject to change at the discretion of NHA with written notice.

What Is Covered?

- CE Controller
- LCD Display
- Panel Controller Board
- EPP Keypad
- Receipt Printer
- Printer PCB
- Magnetic Card Reader
- Power Supply
- Cash Dispensing Unit and Cassette
- Dial and Electronic locks will be covered by a limited 90 day warranty.
 - Should the lock fail under normal use, Hyosung will replace the lock only.
 - **Services required to open the vault and or replace the lock are at the expense of the ATM owner.**

Additional Items covered for TCR's

- PNC Board
- 128GB SSD
- 4GB RAM
- BMU (BRM Top Module) - Mid Bottom Module
- BMU (BRM Top Module) - Mid Top Module
- BMU (BRM Top Module) - Front Module
- BMU (BRM Top Module) - Option Module
- BMU (BRM Top Module) - Extra Board
- BMU (BRM Top Module) - Extra UP Module
- BMU (BRM Top Module) - RBU Board
- BMU (BRM Top Module) - Main Control board of BRM
- BMU (BRM Top Module) - Core Board
- BMU (BRM Top Module) - CSM
- BMU (BRM Top Module) - Customer Service Module Stack Main
- BMU (BRM Top Module) - Customer Service Module Board
- BMU (BRM Top Module) - Bill Checker Unit (BCU)
- BMU (BRM Top Module) - Extra Lo Module
- BMU (BRM Top Module) - Rear Module
- BMD (BRM Bottom Module) - Body Module Damper
- BMD (BRM Bottom Module) - Core Board
- BMD (BRM Bottom Module) - Center Transport Down
- BMD (BRM Bottom Module) - RBU Upper Frame
- BMD (BRM Bottom Module) - Center Transport Lower 1
- BMD (BRM Bottom Module) - Center Transport Lower 2

What Is Not Covered?

- Bezels
- Software Upgrades
- Receipt Printer Jams
- Telephone Line Problems
- Network or Processor Related Problems
- Dispenser Note Jams Due To Unfit Currency
- External Cable Assemblies (Power and Modem)
- Key Locks and Keys
- Forgotten Passwords or Combination of Locks
- Topper Light Bulbs
- Damage Caused By Improper Installation, Misuse, or Abuse
- Any Damages From “Brown Outs”, Low Power, Lightning, or Other Acts of God
- Failures Due To A Lack Of Preventative Maintenance
- Rodent Excretions
- Damage Caused By Improper Packaging
- The Use of Substitute Electronics Parts
- Improper Attempts To repair a Part Under Warranty
- Parts Returned That Have the Serial Number Sticker Tampered or Removed
- Armored Car Fees
- Reimbursement for Lost Revenue

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Warranty Procedures

It is the responsibility of the Distributor or an Authorized Service Dealer to diagnose which part needs to be replaced. The Nautilus Hyosung Technical Support Call Center can assist but the final decision on which part to be replaced falls on the responsibility of the Distributor or Dealer at the site.

Once the required part has been identified, the Distributor or Dealer will place a warranty request on line at www.nhatm.com or fill out the Warranty Parts Order Form. The following items are mandatory fields:

- Request Date
- Distributor/Dealer name
- Contact Name
- Phone Number
- ATM Serial Number
- Part or Parts Being Requested
- Serial Number of the Defective Part(s)
- Problem Description or Error Code *
- Ship To Address for the Replacement Part

Nautilus Hyosung will use the Serial Number of the ATM and/or the part to verify warranty status. If the ATM or TCR is in the warranty period, a replacement part will be sent via **FedEx Standard**. A return mailer will be sent in the box with the replacement part along with a Sales Order showing the item shipped to the requested shipping location. ***Distributor or Dealer will be charged for all expedited shipping charges.**

Remove the replacement part, return label, and the Sales Order form from the box. Place the defective part in the replacements box. Verify the item received is/or includes the requested replacement part. Write the RMA number on the top and sides of the box. Affix the return label onto the box and return to Nautilus Hyosung.

The Distributor or Dealer's credit card will be charged for the part if it is not received within 30 days or if the suspected defective part is found not to be defective.

***Please indicate on the Warranty Request Form if the reported problem is intermittent or if certain conditions have to exist for the problem to occur.**

If the part is found not to be defective, the Distributor or Dealer will receive 2 options:

1. The part can be returned to them and they will be responsible for the full price of the part plus the inbound and outbound shipping cost of the warranty requested part.
2. If they do not want the part returned to them, they will only be responsible for half the cost of the part plus the inbound and outbound freight of the requested warranty part

Note:

1. **Parts may not be covered under warranty if they were purchased from an enterprise other than Nautilus Hyosung.**
2. **A credit card number may be required before a warranty requested part will be shipped.**
3. **Nautilus Hyosung reserves the right to use new or reconditioned parts for warranty replacement.**

Non Warranty RMA's

To return a part for repair, a RMA (Return Material Authorization) must be issued. Contact the Nautilus Hyosung Customer Care Department for an RMA.

If you are returning a part for repair, the part must be in a condition that can be repaired. Parts for repair will be denied if they have been contaminated with health hazard or debris that would expose a threat to the well-being of the technician. A flat fee of \$50.00 will be charged to inspect and diagnose the part. The requestor will receive a quote for approval on any repair costing over \$200.00. Repairs costing less than \$200.00 will be completed on inspection and charged to the customer. The \$50.00 flat fee will still be charged to the requestor if they choose not to repair the part. The repair cost will be time and material to repair the part. Shipping cost will be the responsibility of the requestor.

Technical Support and Customer Service

The Customer Care Departments normal business hours are from 8:30am – 5:30pm CST, Monday through Friday.

The Technical Support Departments normal Business hours are from 7:00am – 7:00pm CST, Monday through Friday and 8:00am – 5:00pm CST on Saturdays .

The toll free number is 1-877-Hyosung (496-7864).

The Technical Support and Customer Care Departments will be closed for all major holidays.

Training

Training classes for the NH1500, NH1800 POS/CE/SE, NH2100T, NH2600/2600SE (HALO/HALO II), NH2700/2700T, 4000W, MX5000CE/SE, MX5200SE and the MX5300CE Series will be held at the Nautilus Hyosung Irving office.

Classes for the FI Products are also available. Contact the Technical Support and Customer Service Department for class schedules, and registration information.

Regional training classes are not normally available but special request will be taken under advisement.

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