

 NAUTILUS HYOSUNG



**Nautilus Hyosung America,
Inc. Parts Warranty Policies
and Procedures**

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Warranty Policies and Procedures

Manufacture Limited Warranty

Nautilus Hyosung provides a **NINETY (90) DAYS** parts warranty. The 90 day warranty applies to parts supplied by Nautilus Hyosung, both new and refurbished. The warranty will start when the part is shipped from our facility. The Distributor or Dealer is responsible for proper packaging of the returned part. Any parts damage in shipment will not be covered under warranty.

The limited warranty is subject to change at the discretion of NHA with written notice.

***Services required to open the vault and or replace the lock are at the expense of the ATM owner.**

What Is Not Covered?

- Damaged Due To Unfit Currency
- Damage Caused By Improper Installation, Misuse, or Abuse
- Damages From “Brown Outs”, Low Power, Lightning, or Other Acts of God
- Damage Due To A Lack Of Preventative Maintenance
- Damage Due to Rodent Excretions
- Damage Caused By Improper Packaging
- Damaged Due to 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
- Lost Key Locks and Keys

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Ordering Spare Parts

Spare Parts List

Spare parts manuals can be found on our website at www.NHATM.com

Selecting the Correct Part Number

First, select the correct part number. Nautilus Hyosung will provide you with spare parts manuals which include part numbers and descriptions along with pictures or drawings. Use the spare parts manuals and the parts price list to select the correct part number. You may receive assistance on selecting the correct part number by contacting the Nautilus Hyosung Technical Support or the Nautilus Hyosung Customer Care Department at 1-877-Hyosung (1-877-496-7864).

Placing a Part Order

You can send your Purchase Order (P.O.) by email to your Sales Manager.

Your Purchase Order should include the following:

- Part Number and Part Description
- Contact Information (Name, Email, Telephone Number)
- Quantity
- Unit Price and Total Amount in US Dollars
- Ship To Address

You can also place orders on the Web Ordering System (WOS) at www.nhatm.com if you have a login account. If you do not have a login account, contact Technical Support at techsupport@nhausa.com

Once we received your signed P.O. or online order, we will verify the price and adjust the terms as required. We will then send you a P.O confirmation via email within 48 hours. All confirmations for orders placed on the WOS will be emailed.

Orders will be shipped FedEx Standard within 72 hours of receipt of a signed P.O. or online order unless item is out of stock, at which time, your order will be fulfilled within 48 hours of stock replenishment.

Once the order has shipped, an invoice will be sent to you with a Shipment Notice. A Shipment Notice with tracking number will be sent to you via email. Tracking of shipment will be available through the freight company.

Note: For prepaid orders, shipments will be made after payment is cleared and confirmed.

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Payments can be made with Company Check, ACH Debits, and Credit Cards

Company Checks

Make the check payable to: Nautilus Hyosung America, Inc

Recipient Mailing Address:

Attn: Accounts Receivable
Nautilus Hyosung America, Inc
6641 N. Belt Line Rd, Suite 100 Irving, TX 75063

ACH Debits

Please fill out an “Authorization Agreement for Direct Payment” and send to:

Attn: Accounts Receivable
Nautilus Hyosung America, Inc
6641 N. Belt Line Rd, Suite 100 Irving, TX 75063

Credit Cards

You can purchase parts using VISA, Master Card, American Express, and Diners Club

Technical Support and Customer Service

The Customer Care Departments normal business hours are from 8:30am to 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.

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