

Return for Repair Procedure

Step 1- Refer to the ***Bench test*** section for in field testing procedure. If there are any questions during process or you are able to establish the problem, contact ACNC/TotalPlex® customer service. If the unit is in need of repair the representative will issue a Return Merchandise Authorization number (RMA). If your unit is covered under warranty however not registered you will need to provide proof of date of purchase. If prrof of purchase is not available, or your unit is not covered under wannraty you may incur set repair fees. A customer representative will provide you with this information.

Step 2- Pack the unit in its original carton or sturdy corrugated box using **NON-STATIC** material. **DO NOT** use highly static prone material such as plastic wrap of Styrofoam based packing material (peanuts or beads) as they may further damage the unit in transit. **DO NOT** include the user guide.

Step 3- Include the following with you unit:

Name

Address

Telephone Number (day & Eve.)

Return Merchandise Authorization Number (RMA)

Description of Problem

*ACNC may assess a charge if the previous items are not included in shipment.

Step 4- Ship returned components prepaid via carrier of your choice. We recommend insuring package. **ACNC WILL NOT** accept C.O.D. packages.

Mail Package to:

ACNC/DoorBell Fon

Attn: Warranty/Repair

RMA# (include on mailing label)

5413 Walnut Ave.

Downers Grove, IL 60515

U.S.A.

After repair of replacement, products will be shipped by ACNC at no cost to customers to any destination in the U.S.A. or its territories. Selection of carrier and method of shipment will be chosen by ACNC. If you desire some other form of conveyance or if you are located outside the Continental U.S. and its territories you must beat the cost of shipment and any other incidental costs.