

Repair Kit Information

A Comlabs repair kit has no set price as it will be billed at the end of thirty days based on the components that are used and the shipping cost of the items to the location. To determine if you need a repair kit please contact Comlabs Customer Support for troubleshooting. If after troubleshooting it is determined that you need to have replacement items, Customer support will provide the site with a work order number. Please obtain a PO for the cost of needed items. Once Comlabs has a record of the PO they will then ship out a repair kit to the site. At the end of 30 days the site will be billed on the PO for the equipment that you did not return or used.

Repair and Return Instructions

This package contains 2 components for the repair of your EMnet system:

- 1 LNB- Low Noise Block Amplifier \$50
- 1 Refurbished Receiver- Westport Research Receiver \$675 (can be exchanged for \$375)

You have three options for repair:

- If you wish to replace the materials yourself, our customer support department will be happy to walk you through the process. Please call 321-409-9898 option 1.
- You may hire a contractor that you are familiar with in your area.
- Comlabs may hire an outside contractor for the repair. The charge will be approximately \$100 per hour including travel time.

After the repair is completed, return unused equipment to ensure you receive a credit. If the refurbished receiver was not required, return the receiver to ensure you are not charged. However, if the receiver was required, return to old receiver to ensure you receive a \$300.00 credit towards the cost of the refurbished unit. There is no credit for a bad LNB, therefore, if you require the LNB for repairs, your account will be charged accordingly.

You have been charged for shipping both ways. Shipping labels are provided; please ensure they are used to return the equipment as your account has been charged for this shipment. We have contracted with the shipper for discount shipments; therefore it is to your advantage to use these labels. Please drop the box off at a local FedEx location. If you call for a pick up, that will also be charged to your account.

On the outside of the carton being returned, verify that you identify your site by name and EMnet address. Double check that the return authorization form is enclosed in the carton being shipped.

You will be invoiced net due for all items (used and unreturned) and services utilized, including shipping, in thirty days from initial shipment. Therefore it is imperative that you return all used or unused items prior to thirty days to ensure proper charges and credits. You may not receive credit for items returned past thirty days.

Return Authorization Form

Please use the prepaid shipping label to return items to ensure proper credits and charges. Please fill out form and enclose in the return package.

EMnet Address _____ Site Name _____

Date Shipped Back _____

Completed By:

 Site Personnel Contractor for Comlabs Contractor for Site

Contractor's Name _____

Organization _____

Items being returned:

 New LNB Broken LNB Refurbished Receiver Broken Receiver

SN _____

SN _____

Reason for Replacement and Serial Numbers:

Customer Support Contact _____

Work Order Number _____