

General

BEA warrants that all sensor products sold will be free from defects in workmanship and materials during the warranty period. The warranty period shall extend for thirty-six (36) months from the date of sale on Sensors. Magnetic locks and activation push plates carry a lifetime warranty.

Within this warranty period, BEA, at its sole option, will repair or replace (F.O.B. Pittsburgh) the goods in question at no charge subject to provisions as described below.

The warranty period for a repair or replacement will continue for the remainder of the original 36-month period. For example, if a 14-month old unit is returned under warranty, its repair/replacement will still be under warranty for the remaining 22 months from the date of the original sale.

Procedure

All warranty returns will be processed through the Pittsburgh location. Prior to returning items for warranty purposes customers are encouraged to contact BEA, Inc. by fax, phone, or the email address listed below. To speed up the RMA process, please be prepared to answer the following questions:

- Company Name & Address or Account # (AR#)
- Serial number
- Item name

Units returned to B.E.A. should be properly packaged and shipped freight prepaid to:

BEA, Inc.
100 Enterprise Drive
Pittsburgh, PA 15275-1213

BEA reserves the right to refuse packages damaged due to improper packing.

A packing list should be included with each package and contain the following information:

- Customer Name
- Address (where repair/replacement should be shipped)
- Customer reference such as P.O. #, Job name, etc.
- Date of Shipment
- RMA # if provided by BEA
- List of Units Returned
- Description of Problem

If you purchase BEA products from an automatic door manufacturer, please submit all warranty claims to that manufacturer.

Out of Warranty

Items returned with an expired warranty will not be repaired or replaced.

Note: If an item is determined to be out-of-warranty, it will be discarded without notice.

To help avoid returning out-of-warranty items, customers are encouraged to contact the After Sales Service Department by fax, phone, or the email address listed below.

To determine status, BEA will require:

- Company Name & Address or Account #
- Serial number
- Item name

The required information is generally listed on the circuit board inside the product housing. If the product does not have a serial number on the circuit board, use the number from the product housing.

Note: Products that have no serial number label will be treated as out-of-warranty.

BEA will confirm the warranty status when the product is returned and may update the status based on the visual inspection of the actual item.

Limitations

This warranty is void if a defect is caused by error, negligence or inappropriate use by the customer or third party, including but not limited to:

- Damage caused by improper electrical connections
- Damage caused by defects in other manufacturer's equipment
- Damage caused by fire, lightening, vandalism, acts of God
- Damage caused by water (weather protection accessories are available)
- Rebuilt, remanufactured or repaired units by the customer or third party

The warranty is also void on any unit that has been tampered with, modified or otherwise taken apart by non-BEA personnel.

Batteries are not covered under the BEA Warranty Policy.

If a customer account has any outstanding invoices over 90 days, our 2-week guaranteed turnaround will not apply.

If you have any questions about our warranty program, please contact our Customer Service Sales Team at:

- Phone: 800.523.2462
- Fax : 888.523.2463
- customerservice@beainc.com