



RMA Policy

RMA Procedure:

Just Add Power offers a 3-year parts and workmanship warranty on every 2G(+) series Transmitter or Receiver product purchased through a licensed Distributor. Warranty coverage begins on the date of original product installation.

Just Add Power offers a 5-year parts and workmanship warranty on every Omega, Ultra, or MaxColor series device purchased through a licensed Distributor. Warranty coverage begins on the date of original product installation.

Accessories and recertified (by Just Add Power) equipment are covered by a one year warranty.

New/used hardware purchased through unauthorized channels is not subject to warranty coverage. Failure caused by abuse, or acts of nature are not covered.

Domestic customers have two options when requesting an RMA.

Advance Replacement RMA:

- This option is only available to Installers in good standing with Just Add Power
- Only one Advance Replacement will be granted per company at a time. Exceptions need to be approved by RMA Department Management
- Installer must be present on site to perform detailed troubleshooting with a Just Add Power Support Technician
- Installer and/or Just Add Power Support Technician must be able to reproduce or confirm the issue
- Just Add Power Support Technician must confirm that the Just Add Power hardware is the likely cause of the fault and new hardware will most likely resolve the issue

- Installer is able to provide a document showing proof of purchase and warranty eligibility
- Advanced replacement is shipped via UPS Ground. Expedited shipping may be available, if requested
- Shipment will include the replacement units and a return shipping label. The problem unit(s) must be returned to Just Add Power using this label within 30 days. Failure to return units within 30 days may be grounds for an Installer to be disqualified from future Advance Replacements.

Diagnostic RMA:

- This option may be chosen by both Installers and End-Users.
- Onsite troubleshooting is not required
- Customer is able to provide a document showing proof of purchase and warranty eligibility
- Customer is provided an address to which they should ship the problem unit(s)
- Testing and repair takes a minimum of 3 days, starting on the day we receive the unit. If more than one unit has been sent in, the process is expected to take an additional day per unit.
- Repaired units and replacement units are shipped back to the customer at the same speed on which they were shipped to Just Add Power

Notice to US Distributors:

Just Add Power prefers to directly handle RMA service with the installer. Any exchanges handled between the installer and distributor directly are subject to review by Just Add Power.

International:

For installations outside of the United States, installers are expected to perform detailed troubleshooting with a Just Add Power Support Technician. Once Just Add Power deems the product defective, we will start the RMA approval process. Upon approval, Just Add Power will provide an RMA number. The installer will then contact their distribution partner for RMA fulfillment.