



SERVICE & WARRANTY PROGRAM – NORTH AMERICA

When advised by a customer that their unit is experiencing a fault, the distributor should follow the steps below to rectify the issue:

1. Site or Distributor is to troubleshoot the dispenser per instruction document.
2. If unable to rectify, site or distributor is to fill out the warranty claim form with all applicable information, including photos and description of problem. Completed form to be sent to service@tersano.com.
3. A Tersano Customer Service Rep will advise of any further troubleshooting that can be done, if the unit is within warranty, and how to proceed.
4. There are some internal repairs that may be approved to take place on a case-to-case basis. Instruction on how to complete will be provided once approved.

WARRANTY REPLACEMENT

1. Distributor is to take faulty unit off the wall and replace with a brand new unit from their stock.
2. They are then to repackage the faulty unit in the new unit's box and place the faulty unit on a skid for its eventual return to Tersano.
3. Tersano will provide a box label for distributor to note serial number and affix to the outside of box for its return.
4. Once the faulty dispenser is received for repair and upgrade, the distributor will be credited for the cost of the replacement unit put on the wall.

OUT-OF-WARRANTY REPLACEMENT

1. Customer Service will provide a quote for the repair of the unit based on the following criteria:
 - Freight In
 - Freight Out
 - Labour - \$95.00 USD
 - Cost of Replacement Components
2. Distributor will be invoiced for the above charge which can be charged to the customer and paid via credit card or couriered cheque.
3. Once the above charge has been paid for, the shipment of a replacement unit will be released.