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| Title: | RMA Repair Policy – Software & Controllers |
| Date: | 11/14/2011 |
| Product: | SMS, SBB, SEVMS |

Details

Please note that Schlage Software & Controller legacy boards are no longer eligible for RMA repair. These boards and many of their components are obsolete. These boards include:

| Legacy Boards | |
|---------------|-----------------------------|
| G/SRCNX-2 | 2-Reader Controller |
| G/SRCNX-8 | 8-Reader Controller |
| G/SRCNX-16 | 16-Reader Controller |
| G/SRINX-1 | Reader Interface - 1 Relay |
| G/SRINX-2 | Reader Interface - 2 Relays |
| G/SMEMNX-3 | 3MB RAM Expansion Module |
| G/SMEMNX-7* | 7MB RAM Expansion Module |
| G/SIONX* | I/O Expansion Board |
| G/SIONX-24 | 24 I/O Expansion Board |
| G/SIPNX-100* | IP Addressable Module |
| G/SMODNX | Dial-up Modem Module |

* Discounted legacy stock available for order while supplies last

REMINDER

For RMA requests on current product, please follow steps below:

1. Call 1-877-671-7011
2. Press **2** for **Technical Support**
 - Press **6** for **Security Management System (SMS)** or **bright blue**
3. Provide the technician with the following information:
 - Your first and last name
 - Company name
 - Serial Number or original Purchase Order Number
 - Brief explanation of issue
4. You will be issued a Service Request (SR) Number. Retain this number to follow-up on the status of your request.

IMPORTANT: The SR Number is also the RMA Number that you will use to return the equipment to the factory. Please be sure to include the SR Number on the outside of the box.

Schlage Software & Controller boards currently accepted for RMA Repair include:

| RMA REPAIR CHARGES | |
|---------------------------|----------------------|
| Boards | Repair Charge |
| SRCNX-R | \$ 350 |
| SSRC | \$ 250 |
| SIONX-8 | \$ 200 |
| SRINX | \$ 100 |
| SURI | \$ 750 |
| SBB | \$ 500 |
| SBB-RI | \$ 100 |
| SBB-NRI | \$ 175 |
| Video | |
| SEVMS-SBB | \$ 750 |
| SEVMS-16H2 | \$ 1,200 |
| SEVMS-16N2 | \$ 1,200 |
| SEVMS-32N2 | \$ 1,500 |
| SEVMS-16H4 | \$ 1,200 |
| SEVMS-32H4 | \$ 1,500 |
| SEVMS-16N4 | \$ 1,200 |
| SEVMS-32N4 | \$ 1,500 |

Key Contacts

Technical Support
Tel: 877-671-7011
Email: access_control_techprodsupport@irco.com

Jamie Baral
Director of Electronics Support
Tel: 973-316-3957
Email: jamie_baral@irco.com