

Non-Warranty Returns



Definition of Non-Warranty Repair (NWR): An Alcohol Monitoring System supported product returned by a customer in a condition that is not covered by the repair warranty.

This document defines the procedures identifying the categories and the reasoning used to determine whether a returned product is in a Non-Warranty Repair, billable damage condition.

When an NWR is recognized during an initial RMA inspection and/or product break down, the areas of the product that fall under the NWR categories are verified by the failure analysis technician and marked with red arrows. Pictures will then be taken of the serial number and the damage seen (noted by the red arrows) and stored in soft copy form at a network location. AMS Customer Services will notify the customer when a NWR arises and will provide proof of the damaged product through a normal inspection report. The AMS Accounting department will invoice the customer for the damaged product in a monthly invoice or will reduce the net commitment of units to the customer.

Policy Statements: The following statements describe the various scenarios that can occur with damaged equipment:

- Products that have only been worn or used by one client can be inspected for any type of damage.
- Products that have been worn or used by multiple clients can be inspected for any type of damage except submersion damage unless there is visible or audible moisture present inside the product casing. It is important for customers to communicate the type of damage seen with AMS and if moisture is present at the time of the physical inspection while on the client.
- Products that have been worn or used by clients that have admitted to violating the user agreement will be inspected for damage.
- Per the terms of the Participant Agreement, the client is liable for any damage to the equipment when the damage is evident through a formal inspection or upon admission. This might entail total or minor component replacement. The AMS Failure Analysis report should be used as evidence of the damage. The replacement costs should be recouped from the client according to the rules and standards in that jurisdiction.
- AMS realizes that there are exceptions to the above policies and each request will be reviewed on a case-by-case basis to determine if offender damage can be proven.
- AMS Customer Services is responsible for ensuring an accurate and timely turnaround of all inspection reports in the following time-frames:
 - Special Priority Request: 1 week
 - Needed for Court: 1 week
 - General inspection: 2 weeks(Times are approximate)

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I. Categories that determine a NWR product:

1. **Liquid Damage:** Any product that has come in contact with enough liquid to cause equipment malfunction. The product will be defined as “Non-Warranty Repair Liquid Damaged” if there is visible liquid residue in the product to an extent that has caused significant corrosion or has been in contact with an interfering substance that is deemed un-cleanable.
 - a. Galvanic Corrosion on circuit boards and electrical components. These circuit boards will have excessive corrosion visible on traces and/or components that is caused when excess liquid is introduced to the product. The corrosion can be caused by submersion where liquid becomes trapped inside the product. Corrosion will cause component failure, weakening or broken traces, and differences in potential.
 - b. Submerged in an unsanitary or un-cleanable substance. This category pertains to products that have come in contact with a liquid substance other than water that has clogged or disabled the unit functionality (example: submerged in paint or oil based substances). This category also includes a unit that has been intentionally contaminated with an unsanitary or bio-hazardous substance (example: dropped into a toilet, etc).



Figure 1: Non-Warranty Repair Example - Corrosion consistent with submersion in water

2. **Tampered:** Any product that has been tampered with by someone that is not an authorized AMS repair worker.
 - a. Tamper abuse includes any entry or attempted entry where there is damage from prying or cutting. This type of abuse will also include any entry by removal of any of the four security screws on the bottom of the unit.
 - b. Suspected intentional damage – Damage done to a product that appears to be intentional. This situation is recognized by any damage such as drilled holes, sharp impact points, or cut areas on the product.

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Figure 2: Non-Warranty Repair, Tampered Example – Bracelet was returned after being cut open

3. **Crushed:** Any product that is crushed such that the damage could not have been caused by normal wear and tear.

Crushed units include products that have extensive damage to the plastics or PCB boards such as cracks, cuts, smashed, shattered, or heavy warping.



Figure 3: Non-Warranty Repair, Crushed - Bracelet was returned crushed

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4. **Fire Damage:** Any equipment that has been damaged in a fire or chemical reaction where the product has come in contact with intense heat noticeable from melted plastics.



Figure 4: Non-Warranty Repair, Fire Damage Example - Bracelet had a deep burn in the plastic