



MANUFACTURER'S WARRANTY - HOW TO COORDINATE

WITHIN THE FIRST YEAR

Ready Access warranties manufacturing defects. If within the first year, please follow this system to coordinate a possible warranty claim:

All warranty requests must start with a maintenance person on-site standing in front of the window and calling the Ready Access 800 phone # on the interior post. Ask for Service. Please ensure this person leaves a message on the service line. Include the serial number and nature of the problem.

If you prefer, you can email a short video demonstrating issue with the serial number to jeff@ready-access.com. Make sure it includes the serial number.

Maintenance person should be prepared to provide the serial number of the window and have a few minutes to trouble shoot to identify the problem. (a screw driver may be required) The serial number ensures we provide good information and verifies warranty status. (If uninterrupted, this will take less than 5 minutes)

If it is a manufacturing defect, Ready Access will coordinate/pay for an authorized technician to come out and repair the window.

If it is a maintenance / adjustment issue, it is not covered by warranty. (example: door adjustment) However, we will be happy to talk the site contact through it and send video links if applicable. This often gets the site back up and running quickly without any cost. These videos can also be found at www.ready-access.com under parts & service.

If uncomfortable doing the adjustment, we can provide an authorized technician that services the restaurant's zip code, but the site will be responsible for paying the for the service call.

AFTER THE FIRST YEAR

Call the 800 phone # on the window, and our Service Department can provide a contact for an authorized service person in the area, or help troubleshoot to avoid a service call all-together.

If preferred, there are service agents listed on the Ready Access website <http://www.ready-access.com/ServiceProviders.html>