



HOW TO COORDINATE WARRANTY & SERVICE

Thank you for purchasing a Ready Access product!

To ensure the best service experience, please review the following policies.

Ready Access warranties manufacturing defects but does not cover issues related to installation or regular maintenance. This includes electrical connections, door adjustments, and chain or cable reattachments, which may be necessary after shipping, installation, or improper operation (e.g., pulling or forcing the door against the motor).

Warranty Service Calls

To initiate the request, please fill out this brief service request form (serial number required). Please upload supporting photos or short videos to illustrate the issue.

Link to [Service Request Form](#)

If you would like Ready Access to cover a service call under warranty, our service team must first speak with someone on-site in front of the window to diagnose the issue. This ensures the problem is due to a manufacturing defect rather than installation or maintenance. If no one is available on-site to do this, we can provide contact information for an authorized service provider. The site will be responsible for scheduling the service call at a mutually convenient time.

For the quickest resolution, the technician should have uninterrupted access to the window during the service visit.

- If the issue is a **manufacturing defect**, Ready Access will cover the service cost.
- If the issue is **installation- or maintenance-related**, the site will be responsible for service charges.

Responsibility Breakdown:

- **Manufacturing Defect:** Covered by Ready Access.
- **Installation Issue:** Typically the responsibility of the **General Contractor (GC)**, which may involve the Glazier, Electrician, or HVAC subcontractors.
- **Maintenance Issue:** Typically handled by the site's **Maintenance/Facilities Team**. Ready Access provides manuals and videos for assistance.

SERVICE RESOURCES

[Service Request Form](#) (serial number required)

[Manuals, Trouble Shooting Guides and Service Videos](#)

[Search Tool for Authorized Service Providers](#)