

**Cordell Inc.**

**Customer Service  
&  
Warranty Policies**

**2009**

**Pete Kelly**  
Customer Service Manager





## CORDELL CUSTOMER SERVICE POLICY Year 2009

Issue 13 March 2009

*This document is confidential and shall NOT be disclosed without written permission from Cordell, Inc.*

---

### PERSONAL GUARANTEE

Cordell Incorporated has been committed to quality service for the past 30 years and values our relationship with you, the customer. We work hard to optimize the use of our products to ensure the maximum return on your investment. We strive to achieve your trust, loyalty and high level of satisfaction to continue to upgrade and purchase our products with confidence and remain a loyal customer into the future. **Guarantee: Questions and help in the use of Cordell products are free for the life of the product.** If a problem is not resolved to your complete satisfaction, please contact me immediately. Please call (909) 971-9100 or e-mail "we@cordell.net".

William E. Mathews  
President, CEO  
Cordell, Inc.

---

### 1. POLICY FOR 2009

Cordell has added a number of features to its extended maintenance policy for 2009, such as two system audits for CiNAS, B-V, eTraffic and CIM. This is in addition to the full hardware and software replacement should a problem occur. With the recent updated service program, Cordell has discontinued to offer extended prepaid warranties on most central office alarm collection and mediation field units in 2009. Extended Service Contracts are only offered to Users of Network Surveillance (CiNAS), ISD Servers, Billing Verification (bV), "eTraffic" Administration Systems, and EWSD CIM servers and software.

#### **Discontinued warranty: ISD Series 2000 (MD), C7600 (MD), C6000 (MD) and Modems (MD) – Man. Discontinued**

After warranty repairs and technical support are handled on a per case basis and charged an hourly labor rate and retail prices for replacement hardware when possible. Some parts (drives and chips) remain available for the 2009, but these are very limited. Wherever possible, the Cordell Service Team is on duty to help answer questions, resolve problems and meet your service needs on these older products. Email and customer originated telephone help in the use of our products is free. The company only charges the customer when there is a problem with the equipment that is not on Factory Warranty and requires the use of Cordell resources.

#### **Eligible warranty equipment: CiNAS, ISD3000, B-V, Contact Alarm Devices, eTraffic Administration, CIM:**

All Cordell equipment comes with a year's warranty from the date of installation – not to exceed two weeks from ship date. This includes hardware and software support. Extended Service Contracts are offered to Users on a per case basis. Cordell continues to offer free basic telephone support (questions & help) at no charge to the customer for the life of its equipment.

---

### 2. SERVICE RESPONSIBILITIES

1. Cordell is responsible to provide technical support for calls received during normal business hours - 7:30 AM through 4:30 PM Pacific Time, Monday through Friday. Cordell's Customer Service is closed on New Years Day, Memorial Day, Independence Day, Labor Day, two days at Thanksgiving (Thursday and Friday), and Christmas Day.

Technical phone support is intended to focus on the Cordell system operation. This includes, but is not limited to, trouble shooting, advice, analysis, and limited training support. This assistance is not intended for problem solving or analysis required beyond the scope of Cordell's system. Such as:

- a. Hardware repair and/or replacements. Hardware repairs are performed at the LaVerne, California Headquarters.
- b. On site consulting, installation, training and system configuration are priced upon request.
- c. Engineering Services, including, but not limited to, system enhancements and custom software applications.
- d. 7 x 24 hour assistance to qualified Users will be priced upon request.

---

### **3. PRODUCT WARRANTY**

Factory Warranty for new Hardware:

Cordell warrants that all hardware shall be substantially free and clear from defects in material and workmanship and will substantially comply with the specifications in the user documentation relating to such hardware for a period of one year (12 months) commencing from date of installation.

Warranty coverage does not include on site assistance from Cordell personnel. Costs for on site visits are normally billed on a time and expense basis. Each request for on site help is handled on a per case basis at the discretion of the Service Manager in charge of the problem. A purchase order is requested in advance of any agreed visits.

Factory Warranty for new Accessories:

Cordell warrants that Accessories shall be substantially free and clear from defects in material and workmanship for a period of one year (12 months) commencing from date of installation.

Factory Warranty for Software:

Cordell warrants that Cordell software and OEM licensed software with the Cordell Hardware Product will work substantially as described in the applicable user documentation for the duration of the Factory Warranty period. This warranty does not apply to software identified as third party software or otherwise identified as being furnished "AS IS" condition. There shall be no warranty or liability for any software, which has been modified by Purchaser, its customers, or any other party not under the control of Cordell.

Warranty for Replacement Parts:

Cordell warrants that any replacement part for Hardware or Accessories, or repairs performed to them during the original warranty period, shall be substantially free and clear from defects in material and workmanship for a period of 90 days from delivery or upon termination of the warranty period of the original item, whichever is longer.

Exclusions:

The warranties, listed herein, shall not apply to any item which has been subjected to accident, neglect, misuse, negligence in transportation or handling, incorrect connections to power supply, failure of electric power, air conditioning, humidity control, causes beyond Cordell's control, or if the item was not properly maintained during the warranty period. There shall be no warranty or liability for any item, which has been altered in any way or modified by Purchaser, or any other party not under the control of Cordell.

Limitation of Remedy and Liability:

THE WARRANTIES SET FORTH ABOVE ARE IN LIEU OF ALL OTHER WARRANTIES OR REMEDIES,

EXPRESSED OR IMPLIED. ALL OTHER GUARANTEES, WARRANTIES AND REPRESENTATIONS, WHETHER ARISING UNDER STATUTE, COMMON LAW, COMMERCIAL USAGE OR OTHERWISE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED. THE LIABILITY OF CORDELL FOR DAMAGES FROM ANY CAUSE OF ACTION WHATSOEVER REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR TORT, INCLUDING NEGLIGENCE, SHALL NOT EXCEED THE PRICE PAID BY PURCHASER FOR THE AFFECTED PRODUCT(S). IN NO EVENT SHALL CORDELL BE LIABLE FOR

---

#### 4. EXTENDED WARRANTY PLANS

##### Eligible Equipment

##### CiNAS, B-V, e TRAFFIC Solutions, and EWSD CIM

Extended Service contracts are offered to Users on a per case basis developed in a collaborative effort with a goal to meet the needs and expectations of the individual customer. Contracts are intended to offer a value of insurance and support of hardware and software upgrades after the Factory Warranty has expired.

---

#### 5. PHONE SERVICE POLICY

Customer Service technical support hours are from 7:30 AM to 4:30 PM PST, Monday through Friday. During normal business hours, customer originated technical support is FREE to all factory warranty Users. Post warranty repairs and technical support are handled on a per case basis. **Questions and help in the use of Cordell products are free for the life of the product.** Fees for service support are charged based on an hourly labor rate (2-hour minimum) and list price for replacement hardware. Cordell's Service Manager has the discretion to act as required in a fair manner when deciding to charge fees to customers for technical support.

After hours, 7 x 24 support is available for critical outages to qualified users on a Cordell extended warranty plans. Any other call out will result in a four hour minimum charge is assessed to qualified non-warranty users for after hour assistance.

##### Phone Service Rates

I. Customer Service - \$125 per hour / Engineering - \$150 / Field Service - \$125

- (1) Users requiring technical phone support and interaction on any Cordell product without warranty coverage will be charged a \$125 per hour with a 2-hour minimum for the call. Exceeding the first 2 hours will be billed at \$125 rate per hour. The minimum applies to each trouble incident. Multiple support calls for the same incident are accumulated. **There will be no charge if the purpose of the call is to obtain information regarding the use of Cordell equipment, connections or miscellaneous information (not configuration assistance).**
- (2) Cordell offers special set up programming options at package prices. Costs are charged at a T&E rate mutually agreed upon on a per case basis.

II. FREE technical phone support is provided under any of the following conditions:

- (1) Cordell equipment is under the original factory warranty and the call is made during business hours Pacific

Standard Time.

(2) Customer is under one of the authorized extended service contracts.

(3) Non-warranty customer calls when the purpose of the call is to obtain information regarding the use of Cordell equipment, questions on the operations and not to solve a particular problem or out of warranty troubles with the equipment.

### **Procedure for Service Support**

For telephone assistance, call the main office number (909) 971-9100 and ask for "Customer Service". Your call will be directed to one of Cordell's Service Engineers. The company utilizes a special "Trouble Ticket" database program to manage their service operations. This feature provides advanced information to keep each service engineer informed on your individual operation, environment and recent problems. If you are calling for the first time for support, several questions will be asked for this tracking program before they analyze your problem.

### **7 x 24 Support**

Technical phone support for after hours, seven day by 24-hour call outs, is available with certain restrictions. Users are requested to follow the guidelines listed below for eligibility to call for help in the most serious situations.

The purpose of the 24-hour call policy is to provide remote technical assistance in the event of a major service interruption or outage caused by the Cordell equipment during non-business hours. Cordell provides a site assessment and network analysis with a recommendation for on site spares that would meet a Disaster Recovery Plan. This is not mandatory, but recommended for critical outages because the 7 x 24 service support from Cordell personnel is limited by phone for analysis, problem solving, remote configuration and consulting. Cordell will respond for after hour's emergency on site assistance at \$125 per hour travel, \$125 per hour on site plus actual expenses incurred.

Cordell requires that 7 x 24 usage be restricted to critical outages. After hours calls to assist users for configuration, set up, or other non-critical assistance will be handled at the discretion of the service engineer on call. Non-warranty users are charged a flat rate of \$400 minimum and \$125 per hour for continued support. Shipments of advance replacements from the factory for defective hardware are restricted to business hours, Monday through Friday, and Saturday, before 12:00 PM PST. Therefore, it is the customer's responsibility to maintain critical spares on site for immediate replacements as required.

After hours call outs are limited to users with Cordell network surveillance (CiNAS), eTraffic Administration Systems, EWSD CIM software, ISD3000 & ISD4000 Servers, and Centurion II RTU units.

### **Procedure for After Hours Call Out**

1. First call: Contact Cordell's main number and follow the customer service instructions. If no call is received in 30 minutes, use procedure 2.
2. Second call: (800) 759-8255 and use PIN 588-8564 and leave a message. Cordell's engineer will return your call within 30 minutes.

---

## **6. COSTS for REPAIRS**

### **Factory Warranty**

FREE parts and labor hardware support including, but not limited to, advance replacements for out of box failures.

Cordell maintains complete replacement computers and databases for disaster recovery protection and counter-to-counter shipments in extreme emergencies. In addition, Cordell maintains Service stock for immediate replacements of all other equipment to meet the customer's needs.

### **Non-Warranty**

#### **REPAIRS (CR)**

Equipment not covered by factory warranty or an extended service plan are repaired by Cordell on a time and material basis. Cordell labor rates are charged 2-hour minimum plus price for parts. Hourly rates are \$125 per hour with a two-hour minimum. Upgrades and repairs to ISD 2000, ISD 3000 and CPC 8000 Systems require a \$360 minimum charge.

Repairs for all Cordell equipment are a minimum of 2 hours or \$250 minimum. Equipment must be shipped prepaid to our factory with RMA approval. Return shipments are by best means within always less than 30 days with all shipping charges prepaid and billed to customer. Cordell is not responsible for damage to Cordell products during shipments to or from Cordell. It is the customer's responsibility to notify Cordell of its insurance policies. Cordell will insure if directed to do so.

---

## **7. TERMS / PAYMENTS**

Net -30 days, requires Purchase Order

---

## **8. RENTALS**

Customers can rent complete units from our Customer Service stock. Units can be shipped the same day as ordered or within 24 hours contingent upon stock on hand. Rental costs for the use of this service are at the discretion of the Service Manager and handled on a case-by-case basis with a goal to meet the customers' needs with a win-win approach to solve the problem.

---

## **9. TRAINING POLICY**

CORDELL provides on site field training seminars for all models of their equipment. The staff of instructors will provide the best comprehensive instruction to meet your specific requirements. For more information, contact your local Marketing representative or call the main office at (909) 971-9100.

