

Product Update 10-0618-1

Product: **C&I, Residential and Precision Meters**
Subject: **Warranty and Repair Policy**
Date: **July 1, 2010** (Supersedes April 17, 2009)

The following policy and processes have been implemented to improve meter returns to Landis+Gyr's Repair Service Center.

NOTE: Customer is responsible for returning meters to the repair center for all categories listed below unless prior authorization is given by Landis+Gyr Product Management. Landis+Gyr will be responsible for returning meters to the customer upon repair. For additional detail see Landis+Gyr's Standard Terms and Conditions of Sale.

Category 1 – Meter returns under warranty – no communication module

Landis+Gyr meters are subject to a warranty period of 12 months from initial operation or 18 months from ship date, unless contractual warranty extensions were previously granted. Warranty meters are processed free of charge. (Complete Warranty clause from Standard Terms and Conditions noted on page 3 of this Update) NOTE: Warranty may be considered void for incorrect utilization, installation or if unauthorized modifications are detected. Meters with communications modules installed by a 3rd party will not be serviced by Landis+Gyr. Return the meter and communication module to your network partner for warranty details.

Process

- 1) Customer completes RA form and submits to the RA Department : RA@landisgyr.com
- 2) Upon receipt of RA #, Customer returns meters in accordance with instructions listed on the RA form.
- 3) Customer must include the RA form as part of the shipping documentation.
- 4) RA form must match actual returned material; otherwise, could result in delays.
- 5) Once meter(s) are received Landis+Gyr will:
 - a. Perform meter analysis and schedule for repair.
 - b. Provide expected return date.
 - c. Repair, recalibrate and test meters.
 - d. Return meters with analysis summary.

Category 2 – Meter returns under warranty - communication modules under warranty

Meters with communication modules installed by Landis+Gyr and falling within Landis+Gyr's warranty period shall be processed at no cost. Landis+Gyr will coordinate efforts with the communication module company to obtain replacement modules. NOTE: Meters with communications modules installed by a 3rd party will not be serviced by Landis+Gyr. Return the meter and communication module to your network partner for warranty details.

Process

- 1) Customer completes RA form and submits to the RA Department : RA@landisgyr.com
- 2) Upon receipt of RA#, Customer returns meters in accordance with instructions listed on the RA form.
- 3) Customer must include the RA form as part of the shipping documentation.
- 4) RA form must match actual returned material; otherwise, could result in delays.
- 5) Once meter(s) are received Landis+Gyr will:
 - a. Perform endpoint analysis.
 - b. If communication module is not in-stock, Landis+Gyr requests communication module and schedules repair.
NOTE: Some communication modules have long lead times.
 - c. Provide expected return date.
 - d. Module issues: Remove defective communication module, integrate new communication module, recalibrate, test and return endpoint.
 - e. Meter issues: repair, recalibrate, test and return endpoint with analysis.

Category 3 – Meter returns out of warranty – communication modules under warranty

Category 3 is reserved for meter repair falling outside the Landis+Gyr meter warranty, but within the stated communication module warranty period (varies by manufacturer). Meter repairs are available at a nominal costs listed below. NOTE: Meters with communications modules installed by a 3rd party will not be serviced by Landis+Gyr. Return the meter and commutation module to your network partner for warranty details.

Process

- 1) Customer completes RA form and submits to the RA Department : RA@landisgyr.com
- 2) Upon receipt of RA#, Customer returns meters in accordance with instructions listed on the RA form.
- 3) Customer must include the RA form as part of the shipping documentation.
- 4) RA form must match actual returned material; otherwise, could result in delays.
- 5) Once meter(s) are received L+G will perform analysis and provide repair quote to customer.
- 6) **Module Issue:** Remove defective communication module, integrate new communication module, recalibrate, test and return endpoint.
- 7) **Meter Issue:**
 - a. Customer issues Purchase Order (PO) to Landis+Gyr for meter repairs. **NOTE:** Meter will be returned to customer COD upon request or if PO is not received in 45 days.
 - b. Once PO is received L+G will schedule repair, recalibrate, test and return endpoint with analysis
 - c. Repaired meters have a 12 month warranty.

Category 4 – Meter returns out of warranty - communication modules out of warranty

Category 4 is reserved for communication modules outside the communication partner warranty (varies by manufacturer). Please contact Repair Service Center Customer Service Representative for availability of this service. This service will be provided on case by case bases. If service can be provided, customers are responsible for purchasing the communication modules and sending the endpoints to the Landis+Gyr repair service center. NOTE: Meters with communications modules installed by a 3rd party will not be serviced by Landis+Gyr.

Process

- 1) Customer requests services from Repair Service Center Customer Service Representative (CSR).
- 2) CSR replies with if service can be performed.
- 3) If repair can be performed – CSR will provide a quote for module replacement and instructions for purchasing and providing communication modules.
- 4) Customer issues Purchase Order (PO) to Landis+Gyr for communication module replacement.
- 5) CSR issues RA form.
- 6) Customer returns meters in accordance with instructions listed on the RA form.
- 7) Customer must include the RA form as part of the shipping documentation.
- 8) RA form must match actual returned material; otherwise, could result in delays.
- 9) Once modules are received, meters will be integrated with new communication module, recalibrated, tested and endpoint returned.

Standard Meter Repair Costs

Meter	Calibration	Component Repair + Calibration
MX (subject to parts availability)	\$14.00	\$14.00
FOCUS AL	\$8.00	\$23.00
FOCUS AX Single phase	\$8.25	\$40 replace electronics \$40 replace 200amp Switch
FOCUS AX Poly Phase	\$35.00	\$70.00
S4e	\$35.00	\$90.00
2510	\$270.00	\$270.00 + components replaced
ELITE	\$270.00	\$270.00 + components replaced

Please address additional questions to Lands+Gyr Repair Service Center Customer Service Representative at RA@landisgyr.com or (765) 429-1347 extension 556

Landis+Gyr Inc. Standard Terms and Conditions: Section 1

WARRANTY - (a) Seller warrants that on the date of shipment the goods are of the kind and quality described herein and are free of non-conformities in workmanship and material. This warranty does not apply to any software which may be furnished by Seller or to any goods delivered by Seller but manufactured by others.

(b) Buyer's exclusive remedy for a nonconformity in any item of the goods shall be the repair or the replacement (at Seller's option) of the item and any affected part of the goods. Seller's obligation to repair or replace shall be in effect for a period of one (1) year from initial operation of the goods but not more than eighteen (18) months from Seller's shipment of the goods, provided Buyer has sent written notice within that period of time to Seller that the goods do not conform to the above warranty. Repaired and replacement parts shall be warranted for the remainder of the original period of notification set forth above, but in no event less than twelve (12) months from repair or replacement. At its expense, Buyer shall remove and ship to Seller any such nonconforming items and shall reinstall the repaired or replaced parts. Buyer shall grant Seller access to the goods at all reasonable times in order for Seller to determine any nonconformity in the goods. Seller shall have the right of disposal of items replaced by it. If Seller is unable or unwilling to repair or replace, or if repair or replacement does not remedy the nonconformity, Seller and Buyer shall negotiate an equitable adjustment in the contract price, which may include a full refund of the contract price for the nonconforming goods.

(c) SELLER HEREBY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCEPT THAT OF TITLE. SPECIFICALLY, IT DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, COURSE OF DEALING AND USAGE OF TRADE.

(d) Buyer and successors of Buyer are limited to the remedies specified in this article and shall have no others for nonconformity in the goods. Buyer agrees that these remedies provide Buyer and its successors with a minimum adequate remedy and are their exclusive remedies, whether Buyer's or its successors' remedies are based on contract, warranty, tort (including negligence), strict liability, indemnity, or any other legal theory, and whether arising out of warranties, representations, instructions, installations, or non-conformities from any cause.