



Warranty Instructions: Clear-Com-Branded Tempest Products

The instructions in this document apply to Clear-Com-branded Tempest intercom products.

In-Warranty Instructions

A Clear-Com customer requesting repair services for equipment that is in warranty should contact Clear-Com Support for any inquiries regarding service and support.

If the customer declines to request service from Clear-Com, a Pliant Customer Service Representative will email the customer a Tempest Service Request Form that includes (1) the Return Material Authorization number (RMA#) and (2) the Tempest Repair Authorization, which states that Pliant is not affiliated with or representing Clear-Com in any way. Even though the equipment may be under warranty with Clear-Com, Pliant may be unable to honor that warranty, in which case all repairs and shipping will be invoiced to the customer. The customer will need to complete the Service Request Form and return it to Pliant.

Upon receipt of the equipment, repair technicians will inspect and diagnose any issues. A Customer Service Representative will notify the customer if the repair charges exceed \$500 (shipping included). In the event that the customer declines the suggested repairs, they will be charged a flat fee for one hour of labor.

Return shipping is not included for equipment that is not covered with a Pliant warranty. Return shipping method is to be specified in the Service Request Form. The repaired items ship as soon as possible, depending on the quantity and complexity of necessary repairs.

Out-of-Warranty Instructions

A Clear-Com customer requesting repair services for equipment that is out of warranty should contact Customer Service at: customer.service@plianttechnologies.com, 1.844.4PLIANT (1.844.475.4268), or +1.334.321.1160. The customer should provide the following when contacting Customer Service: product model number, serial number, and date of purchase (if available). A Pliant Customer Service Representative will email the customer a Tempest Service Request Form that includes (1) the Return Material Authorization number (RMA#) and (2) the Tempest Repair Authorization, which states that Pliant is not affiliated with or representing Clear-Com in any way. The customer will need to complete Tempest Service Request Form and return it to Pliant via email.

Upon receipt of the equipment, repair technicians will inspect and diagnose any issues. A Customer Service Representative will notify the customer if the repair charges exceed \$500 (shipping included). In the event that the customer declines the suggested repairs, they will be charged a flat fee for one hour of labor.

Return shipping is not included for equipment that is out of warranty. Return shipping method is to be specified in the Service Request Form. The repaired items ship as soon as possible, depending on the quantity and complexity of necessary repairs.