



## PRODUCT LIMITED WARRANTY AND REPAIR POLICY

Eberle Design Inc. (EDI) warrants all Eberle Design Inc. (EDI) and Reno (RAE) equipment to be free from defects in material or workmanship for a period of two (2) years from date of manufacture. **We no longer use “Run Time” as a warranty metric.** The exceptions are Load Switches, Flashers & Flash Transfer Relays which receive a one (1) year warranty, and prefabricated loops which receive an industry best 10-year warranty. EDI will perform any repair or replacement due to defects in material or workmanship during the warranty period.

Repairs after the warranty period has expired will be available at the following flat rates in US Dollars. Repaired products are warranted for a period of 90 days. Free return shipping after repair is complete (standard UPS ground) in the continental USA is included in the flat rate. Overnight, expedited, special, or international shipping is extra and charged at the actual rate.

1. Traffic Signal Monitors: Contact your local EDI reseller or RAE Distributor (a 2-year warranty may apply).
2. Traffic Loop Detectors: \$50.00.
3. Traffic Auxiliary Equipment (BIUs, SIUs, HDSP, ADU, etc.): \$100.00.
4. Traffic Cabinet & Rack Power Supplies (PS200, PS250, PS206L, PS175, etc.): \$100.00.
5. Railway Control Loop Detectors/Processors: \$525.00.
6. Automatic Vehicle Identification (AVI) Receivers: \$75.00.
7. Parking & Access Control Loop Detectors: **are not repairable.**
8. Automatic Vehicle Identification (AVI) Transmitters (pucks): **are not repairable.**
9. Load Switches, Flashers, & Flash Transfer Relays: **are not repairable.**
10. Prefabricated Loops: **are not repairable.**

***Eberle Design Inc. reserves the right to supply new or replacement products at its discretion and has sole right to determine whether or not any item is covered under our warranty policy.***

This warranty does not cover damage due to lightning, physical abuse, unauthorized attempts at repair, modifications, or mis-application of the unit. Lightning or high voltage damaged units, if repairable, will be returned with no warranty.

REQUIRED: Please contact EDI for an EDI-issued RMA number PRIOR to shipping return product.

**All products returned without an EDI-issued RMA number will be returned, unrepaid.**

**Include RMA number and send equipment to:**

**Ship To:**

Eberle Design, Inc.  
Attention: Service Department  
1497 Country Road 2178  
Greenville, TX 75402

**To avoid potential delay, please include the following:**

1. Problem or failure description, with relevant test reports
2. Payment information, PO #, credit card, etc
3. Return address where you want the products return-shipped
4. Your contact name, email, phone (if we have questions)
5. If requesting expedited repair/return service (additional fee)