

## BEC RMA REPAIR FEE

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### Repair fee for LTE

- The repair charges will be set by BEC at flat rate pricing of \$115 for outdoor and \$65 for indoor unit. This flat rate pricing is the service fee covers transportation cost to the factory for troubleshooting and standard handling charges. Our factory technicians will generate RMA report to determine if units are repair or non-repairable. If determine unit is repairable, components replacement and labor cost will be determined by factory. A detail repairable list of components will be generated along with cost. The repair charge then will be communicated to customer for approval.
- Example: If outdoor unit to be repair, the cost will be \$115 + component cost + labor
- Example of repair component service price list for outdoor.

<u>Part #</u>	<u>Description</u>	<u>Cost</u>	<u>Labor</u>	<u>Total</u>
U11	CPU chip	\$ 15	\$15	30
U13	PoE chip	\$ 7.50	\$15	22.5
Module	Module	Depend on Module Type	\$10	Module type + \$10

#### Repair Policy Notes

- If a unit is determined not repairable, flat rate pricing will still apply.
- The repaired unit has 90 days warranty from the time the repaired product is shipped back to the customer.
- The repaired lead-time for normal circumstances is 4~7 weeks.
- Products are repaired on a first come first serve basis. Turn-a-round time of a particular repair is dependent upon circumstances such as product type, nature of the problem and current repair volumes.