

20/12/2022

Rev. 13

# POWERSOFT S.p.A. SERVICE POLICY

SERVICE GUIDE

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## 1 Capitalized Terms, Definitions and Prevalence Clause

In this Annex the following capitalized words and expressions shall have the meaning set out below.

“**Active Products**” has the meaning set in section 5.

“**After-Sales Service Center**” means one of the service center from the list published on Powersoft Web Site where the after-sales services must be carried out.

“**Customer’s Premises**” means the place or places where the Customer must collect the Defective Products before shipping them to the After-Sales Service Center.

“**Defective Products**” means Products that do not meet the Technical Specification.

“**Discontinued Products**” has the meaning set in section 5.

“**End of Life Products**” has the meaning set in section 5.

“**Factory After-Sales Service Center**” means the service center located at via dei Cadolingi 13, 50018 Scandicci (Florence) where the after-sales services must be carried out.

“**Generic Customer**” Customer that has purchased from Powersoft directly (i.e. E-commerce) or from other channels (i.e. second hand market)

“**Last Price List Date**” means the date published on Powersoft Web Site used to classify the Products according to section 5

“**OEM**” means a Product manufactured by Powersoft marked with the OEM trademark.

“**Powersoft**” means Powersoft S.p.A., via E. Conti 5, 50018 Scandicci (Florence).

“**Powersoft Authorized Sales Network**” means Powersoft network of authorized resellers listed in the “Worldwide Distributors” section of Powersoft corporate website at: [www.powersoft.com](http://www.powersoft.com).

“**Powersoft Invoice Date**” means the date indicated on the purchase document issued by Powersoft to its first Buyer related to the specific serial number of the Product purchased

“**Powersoft Web Site**” means [www.powersoft.com](http://www.powersoft.com)

“**Product**” means module amplifiers, rack amplifiers and other professional audio products and accessories that Powersoft sells under its Intellectual Property Rights having the technical specification and characteristics described thereto.

“**RMA**” means Return Merchandise Authorization.

“**Service Parts**” means repair parts or components to be used to repair the relevant Product.

“**Service Parts Availability Period**” means the period between the day after the Last Price List Date of each relevant Product and the following 4 (four) years.

“**Service Policy**” means any document regarding Powersoft’s after-sales services available on Powersoft Web Site.

“**Technical Specifications**” means the technical specifications and characteristics for each Product published on Powersoft Web Site under the section “Product”

“**Working Day**” means any working day (other than Saturday or Sunday and public holidays) on which the Stock Exchange of the country where the activity has to be performed is open for business

## 2 Introduction

This document describes the terms and conditions of in warranty and out of warranty after-sales services for the Products carried out through the After-Sales Service Center, as defined below.

This documents apply to the end user of the Powersoft product that ask for the repair through My Powersoft Website.

Powersoft offers technical assistance service through the Factory Service Center based in Italy and a network of After-Sales Service Center spread all over the world.

Powersoft strongly encourages customers to purchase Powersoft products through Powersoft Authorized Sales Network.

After-Sales Service Center are under agreement with Powersoft to provide a clearly defined, high level of service and support.

This Policy may be modified by Powersoft at any time in its sole discretion, effective immediately.

If your product needs to be repaired we recommend to contact your vendor that will be able to support you during the process otherwise please refer to the following information guide.

To request technical assistance on OEM products, contact directly your dealer/point of sale who will take care of continuing the practice with Powersoft and to communicate you any other details on the procedure to be followed.

No Service parts or technical information can be sold or shared by Powersoft to anyone who is not an After-Sales Service Center.

Before requesting technical assistance on Powersoft Products make sure that:

- a. You have read and understood this guide
- b. You have read and understood the "Warranty terms and conditions" available on Powersoft Website under the section "Product Repair"
- c. You have read and understood the meaning of "Product Status" listed section 5 and the actual list published on Powersoft Web Site under the section "Product Status"
- d. You have read and understood the information published on Powersoft Web Site under the section "Product Repair".

## 3 Service Parts warranty period

For in warranty Defective Products, Powersoft shall grant on the Service Parts or on the replaced Products a warranty period equal to the remaining duration of the warranty period of the repaired or replaced Defective Product.

For out of warranty Defective Products, Powersoft shall grant on the Service Parts used to repair each category of Product listed below the warranty period indicated in Table 1, which shall start from the date of first Powersoft's invoice.

*Table 1: Out of warranty - Service Parts warranty period*

<b>Products' category</b>	<b>Service Parts warranty period</b>
Rack Amplifier	12 months
Module Amplifier	12 months
Multimedia Equipment	12 months
Moving-Magnet Transducers	3 months
Electronic Board (e.g. DSP)	12 months
Further devices and accessories	12 months

## 4 Service Parts Availability Period

Powersoft shall guarantee availability of Service Parts for the Service Parts Availability Period. The Customer undertakes to regularly monitor the Powersoft Web Site in order to have knowledge of the Last Price List Date of each relevant Product.

It is understood that the last revision/version or revision/version available of any Service Parts or replaced Products at the time of the after-sales services execution will be used for the required activity.

To repair in warranty and out of warranty Products, Powersoft reserves the right to use, in the relevant After-Sales Service Center, reconditioned Service Parts as new and, for in warranty after-sales services, to consider the replaced Service Parts of the Defective Products or the replaced Products as Powersoft's property.

For out of warranty repairs, if the Customer, at the time of the repair request, doesn't expressly require to receive back the replaced Service Parts of the Defective Products, the After-Sales Service Center shall determine which use make of such Products.

## 5 Product Status

Active Products - "Active Products" means Products that are still available in Powersoft price list and, in any case, for which the Last Price List Date has not yet expired.

If a defect occurs on Active Products (indicated here below as "Defective Active Products") the following scheme shall apply:

- For in warranty Defective Active Products, Powersoft shall propose, at its own technical discretion, one of the following solutions that the Customer is obliged to accept:
  - o Repair the Defective Active Product;
  - o Replace the Defective Active Product with a Product of the same model;
  - o Replace the Defective Active Product with a Product of a higher or equivalent level;
  - o Refund for the Defective Active Product of an amount based on the following scheme ( $Y_w$  is the Factory Warranty Period expressed in year):
    - 80% of the Price List paid by the Customer if the defect occurred within the  $\frac{1}{4} Y_w$  year from the Powersoft Invoice Date
    - 60% of the Price List paid by the Customer if the defect occurred between  $\frac{1}{4} Y_w$  and  $\frac{1}{2} Y_w$  year from the Powersoft Invoice Date
    - 40% of the Price List paid by the Customer if the defect occurred between  $\frac{1}{2} Y_w$  and  $\frac{3}{4} Y_w$  year from the Powersoft Invoice Date
    - 20% of the Price List paid by the Customer if the defect occurred between  $\frac{3}{4} Y_w$  and  $Y_w$  year from the Powersoft Invoice Date
    - 0% of the Price List paid by the Customer if the defect occurred after the  $Y_w$  year from the Powersoft Invoice Date

unless the Customer requests to receive a different Product of an equivalent level within ten (10) days from the proposal of the refund and Powersoft accepts such request.

To activate the refund process, Customer has to provide to Powersoft a proof of purchase on which is indicated the product name, serial number, purchase date and retailer details.

Note that the Customer may be eligible for a higher refund percentage if the product is still covered by the reseller warranty. In this case the refund has to be claimed directly to the reseller.

- For out of warranty Defective Active Products, Powersoft may, upon Customer request, repair such Products, being understood that Powersoft shall be entitled to reject the repair request at its own technical discretion.

**Discontinued Products** - “Discontinued Products” means Products which are no longer available in Powersoft price list and for which the Service Parts Availability Period has not yet expired.

If a defect occurs on Discontinued Products (indicated here below as “Defective Discontinued Products”) the following scheme shall apply:

- For in warranty Defective Discontinued Products, Powersoft shall propose, at its own technical discretion, one of the following solutions that the Customer is obliged to accept:
  - o Repair the Defective Discontinued Product;
  - o Replace the Defective Discontinued Product with a Product of the same model;
  - o Replace the Defective Discontinued Product with a Product of a higher or equivalent level;
  - o Refund for the Defective Discontinued Product of an amount based on the following scheme ( $Y_w$  is the Factory Warranty Period expressed in year):
    - 80% of the Price List paid by the Customer if the defect occurred within the  $\frac{1}{4} Y_w$  year from the Powersoft Invoice Date
    - 60% of the Price List paid by the Customer if the defect occurred between  $\frac{1}{4} Y_w$  and  $\frac{1}{2} Y_w$  year from the Powersoft Invoice Date
    - 40% of the Price List paid by the Customer if the defect occurred between  $\frac{1}{2} Y_w$  and  $\frac{3}{4} Y_w$  year from the Powersoft Invoice Date
    - 20% of the Price List paid by the Customer if the defect occurred between  $\frac{3}{4} Y_w$  and  $Y_w$  year from the Powersoft Invoice Date
    - 0% of the Price List paid by the Customer if the defect occurred after the  $Y_w$  year from the Powersoft Invoice Date

unless the Customer requests to receive a different Product of an equivalent level within ten (10) days from the proposal of the refund and Powersoft accepts such request.

To activate the refund process, Customer has to provide to Powersoft a proof of purchase on which is indicated the product name, serial number, purchase date and retailer details.

Note that the Customer may be eligible for a higher refund percentage if the product is still covered by the reseller warranty. In this case the refund has to be claimed directly to the reseller.

- For out of warranty Defective Discontinued Products, Powersoft may, upon Customer 's request, repair such Products, being understood that Powersoft shall be entitled to reject the request at its own technical discretion.

**End of Life Products** - “End of Life Products” means Products which are no longer available in Powersoft price list and for which the Service Parts Availability Period has already expired

If a defect occurs on End of Life Products (indicated here below as “Defective End of Life Products”) the following scheme shall apply:

- For in warranty Defective End of Life Products, Powersoft shall propose, at its own technical discretion, one of the following solutions that the Customer is obliged to accept:
  - o Repair the Defective End of Life Product;
  - o Replace the Defective End of Life Product with a Product of the same model;

- Replace the Defective End of Life Product with a Product of a higher or equivalent level;
- Refund for the Defective End of Life Product of an amount based on the following scheme ( $Y_w$  is the Factory Warranty Period expressed in year):
  - 80% of the Price List paid by the Customer if the defect occurred within the  $\frac{1}{4} Y_w$  year from the Powersoft Invoice Date
  - 60% of the Price List paid by the Customer if the defect occurred between  $\frac{1}{4} Y_w$  and  $\frac{1}{2} Y_w$  year from the Powersoft Invoice Date
  - 40% of the Price List paid by the Customer if the defect occurred between  $\frac{1}{2} Y_w$  and  $\frac{3}{4} Y_w$  year from the Powersoft Invoice Date
  - 20% of the Price List paid by the Customer if the defect occurred between  $\frac{3}{4} Y_w$  and  $Y_w$  year from the Powersoft Invoice Date
  - 0% of the Price List paid by the Customer if the defect occurred after the  $Y_w$  year from the Powersoft Invoice Date

unless the Customer requests to receive a different Product of an equivalent level within ten (10) days from the proposal of the refund and Powersoft accepts such request.

To activate the refund process, Customer has to provide to Powersoft a proof of purchase on which is indicated the product name, serial number, purchase date and retailer details.

Note that the Customer may be eligible for a higher refund percentage if the product is still covered by the reseller warranty. In this case the refund has to be claimed directly to the reseller.

- For out of warranty Defective End of Life Products, no repair service or replacement is available. The Customer may notify the event to the email address [service@powersoft.com](mailto:service@powersoft.com) in order to get a possible commercial proposal.

**Dead on Arrival Products** - “Dead on Arrival Products” means Products which are found defective at first powerup and, in any case, within 30 (thirty) days from the Powersoft Invoice Date.

If a defect occurs on Dead on Arrival Products (indicated here below as “Defective Dead on Arrival Products”), Powersoft shall propose, at its own technical discretion, one of the following solutions that the Customer is obliged to accept:

- Replace the Defective Dead on Arrival Product with a Product of the same model;
- Repair the Defective Dead on Arrival Product;
- Replace the Defective Dead on Arrival Product with a Product of a higher or equivalent level;
- Refund for the Defective End of Life Product of an amount based on the following scheme:
  - 90% of the Price List paid by the Customer

unless the Customer requests to receive a different Product of an equivalent level within ten (10) days from the proposal of the refund and Powersoft accepts such request.

To activate the refund process, Customer has to provide to Powersoft a proof of purchase on which is indicated the product name, serial number, purchase date and retailer details.

Note that the Customer may be eligible for a higher refund percentage if the product is still covered by the reseller warranty. In this case the refund has to be claimed directly to the reseller.

In case of Dead on Arrival Products do not tamper the device in any way otherwise the warranty expires, and the unit will be not replaced.

With reference to Active Products, Discontinued Products, End of Life Products and Dead on Arrival Products, Customer expressly waives to request any different after-sales service solution from the one carried out by the After-Sales Service Center, and/or to claim or demand any possible, present or future, direct or indirect, loss, cost, expense, damage and/or other consequence that may arise from the decision made by Powersoft on which after-sales service solution carry out, according to this section 5.

## **6 Repair Costs**

### In warranty after-sales services costs

For in warranty repairs, Powersoft shall cover the following costs:

- Shipping costs from the After-Sales Service Center to the Customer's Premises; (the repair/replace is performed by the After-Sales Service Center with shipment DAP (Delivery at Place) – Incoterms 2020);
- Inspection/handling costs;
- Repair/replacement costs;
- Tax and duties;
- Temporary importation management costs, if applicable.

For in warranty repairs, the Customer shall cover the following costs:

- Costs relating to the collection of the Defective Products;
- Costs relating to the disassembly of Defective Products from the Integrated Product (if applicable);
- Shipping costs from the Customer's Premises to the After-Sales Service Center;

If both in and out of warranty Products are sent back from After-Sales Service Center to the Customer's Premises using the same shipping, Powersoft shall cover the shipping costs for in warranty Products pro-rata based on the number of units of in warranty and out of warranty Products.

### Out of warranty after-sales services costs

For out of warranty repairs, the Customer shall cover the following costs:

- Costs relating to the collection of the Defective Products;
- Costs relating to the disassembly of Defective Products from the Integrated Product;
- Shipping costs (the repair/replace is performed by the After-Sales Service Center EXW (Ex-Works) at the After-Sales Service Center – EXW Incoterms 2020);
- Inspection/handling costs;
- Repair/replacement costs;
- Return shipping costs
- Tax and duties;
- Temporary importation management costs, if applicable.

Such costs shall be borne by the Customer even in the event that the Customer refuses the repair quotation for the out of warranty Defective Products communicated by Powersoft according to section 5.

Costs are based on the local rate applied by the After-Sales Service Center and supervised by Powersoft.



#### Dead on Arrival Products after-sales services costs

In case of repair of the Defective Dead on Arrival Product, cost between Powersoft and the Customer shall be covered by Powersoft including logistic.

In case of replacement of the Defective Dead on Arrival Product with a Product of the same model or with a Product of a higher or equivalent level, cost between Powersoft and the Customer shall be covered by Powersoft, including logistic. The following procedure shall apply:

- Powersoft will ship a new Product together with the invoice of an amount based on the following scheme:
  - o 90% of the Price List paid by the Customer
- Customer will ship back to Powersoft the Defective Dead on Arrival Product.
- Powersoft will issue a credit note of the same amount of the invoice after confirmation of the Dead on Arrival status otherwise the credit note will not be issued.

To activate the Dead on Arrival process, Customer has to provide to Powersoft a proof of purchase on which is indicated the product name, serial number, purchase date and retailer details.

#### No defect found costs

If the After-Sales Service Center, after the inspection of a device received for repair, doesn't find any kind of fault or damage, the following costs will be charged to the Customer even if the Product is covered by warranty:

- Inspection/handling costs;
- Shipping costs;
- Tax and duties;
- Temporary importation management costs, if applicable.

Costs are based on the local rate applied by the After-Sales Service Center and supervised by Powersoft.

## **7 After-Sales Services Process and Policy**

The Customer shall be the unique contact regarding the Products.

Customer shall notify to Powersoft (via MyPowersoft section on Powersoft Web Site) that a Defective Product is identified, sharing also evidence of the defect and the relevant information i.e. defective report, including videos and images.

The notification has to be sent within 20 (twenty) Working Days from the date on which the Customer has identified the defect.

Powersoft declines any responsibility for repairs or replacements performed in any place different from the After-Sales Service Center.

Powersoft shall acknowledge the defective notification and within the terms indicated in Table 2 below shall either:

- Issue an RMA (Return Merchandise Authorization);
- Reject the request, in case the notification is not complete.

The Customer shall collect the Defective Products at the Customer's Premises and ship them, within 30 (thirty) days from the RMA reception, to the After-Sales Service Center.

The Customer shall be solely responsible for any on-site activity at Customer's premises, including, but not limited, dismantling Products from the Integrated Product.

The Products must be unmounted from any third-party application and boxed using the original packaging to preserve their integrity and to ensure the compliance with regulatory requirements.

The After-Sales Service Center will receive all Defective Products already dismantled from the Integrated Product, if applicable.

Powersoft is not responsible for any damage during transportation to and from After-Sales Service Center.

If Defective Products are not dismantled from third party components/devices, the whole assembly (Defective Product included) will be rejected. Related costs (Inspection/handling costs, Shipping costs, Tax and duties, Temporary importation management costs, if applicable) will be charged to the Customer regardless the warranty status.

#### In warranty Defective Products

In case of in warranty Defective Products, units will be inspected and repaired by a technician and when the repair is completed, the unit will be shipped back to the Customer's Premises.

#### Out of warranty Defective Products

In case of out of warranty Defective Products:

- (i) Powersoft shall communicate to the Customer the reason for the out of warranty qualification considering the following strategies:
  - If the repair is performed in Factory After-Sales Service Center, for any repairs that require a third level of repair or for any repair activity not mentioned in the listing on section 15, a repair quotation will be issued to the Customer and the repair is performed only after Customer's approval. In all other cases, the repair is straight performed without any communication to the Customer.
  - If the repair is not performed in Factory After-Sales Service, a quotation of the repair based on the local rate applied by the After-Sales Service Center and supervised by Powersoft is communicated to the Customer upon previous request and the repair is performed only after Customer's approval.

In case of a repair quotation is communicated to the Buyer, the repair will start after the Buyer's acceptance in writing of the quotation;

- (ii) when repair is completed, After-Sales Service Center shall communicate to the Customer the costs related to the repair, return shipping costs, tax and duties, Temporary importation management costs, if applicable;
- (iii) the unit will be shipped back to the Customer's Premises
- (iv) terms of payment are prepaid with wire transfer method, unless special terms are applied
- (v) in case the Customer refuses the quotation to repair the out of warranty Defective Product: (a) under Customer's request, such Product will be shipped back to the Customer's Premises or; (b) if the Customer doesn't expressly require, within 30 days from the refusal of the quotation, to receive back the Defective Product, Powersoft shall determine which use make of such Product. In any case, all the relevant costs shall be borne by the Customer.

#### In warranty and out of warranty Defective Products

For both in warranty and out of warranty Defective Products:

- (i) in case of repairs, the unit will be restored to the factory standard condition. All repairs must not be intended as a reconditioning as new;
- (ii) For in warranty Defective Product, replaced Service Parts – or the entire Product in the event of a complete replacement – will not be returned to the Customer and shall remain in Powersoft's ownership;

- (iii) For out of warranty Defective Product, replaced Service Parts – or the entire Product in the event of a complete replacement – if the Customer, at the time of the repair request, doesn't expressly require to receive back the replaced Service Parts of the Defective Products, the After-Sales Service Center shall determine which use make of such Products.;
- (iv) Repaired Products not claimed after 30 (thirty) days will be considered abandoned. In such a case Powersoft shall determine which use make of the abandoned equipment at its own technical discretion. The same provision shall apply to Defective Products for which the repair has not been carried out.

## 8 Repair request - My Powersoft procedure

Any repair request must be issued by the dedicated section of Powersoft Web Site following the steps below:

- Visit the Powersoft Web Site and create an account;
- Login to "MY POWERSOFT" account;
- Access the "SUPPORT" section and select "PRODUCT REPAIR";
- Fill in billing and shipping information (correspond to Customer's Premises);
- Fill in the defect report form to indicate the defect occurred on the Products;
- The Powersoft Web Site will guide the Customer in selecting the After-Sales Service Center that can support the repair request depending on the device to be repaired;
- Click on "SEND" button to send the request to the After-Sales Service Center.

After having applied the procedure, the request will be automatically issued to the After-Sales Service Center.

The local service manager will contact the Customer providing the related RMA (Return Merchandise Authorization) in PDF format, shipment details and the Product's warranty status.

The RMA must be printed and attached to the packaging used to ship the goods to the After-Sales Service Center.

If the RMA is not displayed anywhere outside of the box, the shipment will be rejected and shipped back to the Customer's Premises at Customer expenses.

## 9 Service Level Agreement (SLA)

As a quality standard, Tables 2 and 3 below defines a summary of the service level agreed between the Parties for in warranty and out of warranty services. It is understood by the Parties that the terms indicated in Tables 2 and 3 below with reference to the after-sales services execution must be intended as a standard timing goal and are not binding for Powersoft; consequently, the actual timing for the after-sales services execution may be different from what indicated in Tables 2 and 3 below, also considering the number of Defective Products to be repaired or replaced and the activity to be performed.

*Table 2: Service level process*

	OWNER				
	Customer	After-Sales Service Center	Customer	After-Sales Service Center	After-Sales Service Center
Event	Notification of defective device	Notification Approval or Rejection	Device shipment to the After-Sales Service Center	After-sales service execution	Shipment Back to Customer

<b>SLA</b>	Within 20 Working Days from the date on which the <b>Customer</b> has detected the defect	3 Working Days from the receipt of all the required documentation	Shipment within 30 days from notification approval	See Table 3. Working Days indicated in Table 3 start from the receipt of the Defective Product	Logistic time
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Table 3: Service level - standard timing goal

Product Family	Product Status	Intended Use	After-Sales Service Center Location			
			Europe	North America South America	China (RPC)	Other*
DSP LITE E	ACT	DSP	5WD	-	-	-
Digimod PFC Series	ACT	Module Amplifier	5WD	15WD	15WD	15WD
Ipalmod Series	ACT	Module Amplifier	5WD	15WD	15WD	15WD
LiteMod Series	ACT	Module Amplifier	5WD	-	-	-
MDrive Series	ACT	Module Amplifier	5WD	-	-	-
M-Force Series	ACT	Moving-Magnet Transducers	10WD	-	-	-
Mover Series	ACT	Moving-Magnet Transducers	10WD	-	-	-
Deva Series	ACT	Multimedia Equipment	10WD	-	-	-
Wall Mount Touch	ACT	Multimedia Equipment	5WD	-	-	-
Duecanali Series	ACT	Rack Amplifier	10WD	15WD	15WD	15WD
Ottocanali Series	ACT	Rack Amplifier	10WD	15WD	15WD	15WD
Quattrocanali Series	ACT	Rack Amplifier	10WD	15WD	15WD	15WD
Mezzo Series	ACT	Rack Amplifier	10WD	15WD	15WD	15WD
T Series	ACT	Rack Amplifier	10WD	15WD	15WD	15WD
TTM Series	ACT	Rack Amplifier	10WD	-	-	-
X Series	ACT	Rack Amplifier	10WD	15WD	15WD	15WD
Heatsink Medium	DIS	Accessories	5WD	-	-	-
Heatsink Large	DIS	Accessories	5WD	-	-	-
Pronet 485	DIS	Accessories	5WD	-	-	-
USB-RS485 ADAPTER	DIS	Accessories	5WD	-	-	-
DSP LITE USB	DIS	DSP	5WD	-	-	-
DSP 4 Series	DIS	DSP	5WD	-	-	-
Digimod Classic Series	DIS	Module Amplifier	5WD	15WD	15WD	15WD
Minimod Series	DIS	Module Amplifier	5WD	-	-	-
Duecanali Legacy Series	DIS	Rack Amplifier	10WD	15WD	15WD	15WD
Ottocanali 1204 Series	DIS	Rack Amplifier	10WD	-	-	-
DSP C/D Series	EOL	DSP	5WD	-	-	-
PowerMod Series	EOL	Module Amplifier	20WD	-	-	-
DCell Series	EOL	Module Amplifier	5WD	-	-	-
Loto Series	EOL	Multimedia Equipment	5WD	-	-	-

Product Family	Product Status	Intended Use	After-Sales Service Center Location			
			Europe	North America South America	China (RPC)	Other*
DIGAM Series	EOL	Rack Amplifier	20WD	-	-	-
Q&D Series	EOL	Rack Amplifier	20WD	-	-	-
LD & LQ Series	EOL	Rack Amplifier	20WD	-	-	-
QTU Series	EOL	Rack Amplifier	20WD	-	-	-
K Series	EOL	Rack Amplifier	10WD	15WD	15WD	15WD
M Series	EOL	Rack Amplifier	10WD	15WD	15WD	15WD

Legend:

**ACT:** "Active Products"

**EOL:** "EOL – End of Life Products"

**DIS:** "Discontinued Products"

**Other:** Please contact Powersoft for country details

Note:

Product Status may vary time to time during the Product life cycle. Last update of the Product Status can be found on Powersoft website under the section "Product Status".

## 10 Invoices and payment terms

In case of in warranty after-sales services, After-Sales Service Center shall issue the invoice on the date on which the repaired Products - or the entire Products in case of replacement - will be shipped back to the Customer Premises.

In case of out of warranty after-sales services, After-Sales Service Center shall issue the invoice on the date on which the repaired Products - or the entire Products in case of replacement - are ready for collection, provided that such units may be received by the Customer only after payment receipt.

For both in warranty and out of warranty after-sales services, terms of payment terms are prepaid with wire transfer method, unless special terms are applied.

## 11 Temporary exportation/importation procedure

The following "Temporary exportation/importation procedure" must be applied to any Products coming from EXTRA EU countries which need to be repaired or replaced in any After-Sales Service Center located in EU.

For repair or replacement activities performed in any After-Sales Service Center located extra EU the Customer will contact the After-Sales Service Center that will support for all the relevant documentation according to local regulation.

In case defective units are shipped directly to the After-Sales Service Center without proceeding as follows, goods will be rejected and shipped back to Customer's Premises. In such case, all the relevant costs (Inspection/handling costs, return shipping costs, tax and duties, Temporary importation management costs) shall be borne by the Customer.

After having applied the repair request procedure described in section 8, Powersoft will contact the Customer authorizing the application of the temporary exportation/importation procedure:

1. After receiving the authorization, the Customer shall issue at [service@powersoft.com](mailto:service@powersoft.com) a Pro-forma Invoice (for customs purposes only) for the item/s to be returned with the description "Goods in temporary exportation for repair" making sure to indicate:
  - a. The right serial number(s);
  - b. Product's description;

- c. Products code;
  - d. Quantity;
  - e. Economic value for each device as indicated in the original Sales invoice(s).
2. In case of failure to reach all these information, the Customer shall contact [service@powersoft.com](mailto:service@powersoft.com) in order to receive help in properly filling in the proforma invoice.
3. After Powersoft's approval, Powersoft will send to the Customer the RMA (Return Merchandise Authorization) in PDF format.
4. The RMA must be printed and attached to the packaging that the Customer will use to ship the goods to the After-Sales Service Center.
5. Before shipping the goods to the After-Sales Service Center, Powersoft will give to the Customer all the information to get in touch with Powersoft shipping and forwarding agency that will take care of all custom formalities to open, on Powersoft behalf, the temporary exportation/importation procedure and physically deliver the goods to the After-Sales Service Center.
6. When everything is set up, the Customer can proceed with the shipping to the After-Sales Service Center.
7. As soon as the Customer has shipped the goods, the Customer shall contact Powersoft at [service@powersoft.com](mailto:service@powersoft.com) communicating:
  - a. Weight and dimension of the packaging;
  - b. Shipping AWB.
8. Once the goods will be received by the After-Sales Service Center, Powersoft will update the Customer about the repair status.
9. When repair will be completed, the After-Sales Service Center will ship back the unit to the Customer's Premises.

## 12 Temporary importation/exportation management costs

In the event that Defective Products coming from EXTRA EU countries are shipped to an After-Sales Service Center located in EU, additional management costs, equal to Euro 500,00 for each temporary exportation/importation procedure, must be incurred.

In case of in warranty Defective Products, management costs shall be borne by Powersoft.

In case of out of warranty Defective Products, management costs will be charged to the Customer.

In case just some of the Products are covered by warranty, management costs will be proportionally shared by Powersoft and the Customer.

## 13 Warranty exclusions

Powersoft warranty does not apply to – and does not cover – malfunctions or failures caused by:

- Consumable parts, such as but not limited to batteries or protective coverings, that are subject to deterioration over time, unless there is a defect in materials or workmanship;
- Aesthetic damage, including, but not limited to, scratches, dents, and doors with broken plastic parts, unless there is a defect in materials or workmanship;
- Damage caused by use with components, devices or products of other companies that do not conform to the technical specifications of the Product;

- Accessory devices or hardware products, which are not manufactured by Powersoft, even if supplied with the Product, such as, but not limited to: power or connecting cables, connectors, adapters, supports, converters, non-Powersoft branded devices;
- Defects, bugs or other errors in firmware and/or software not developed by Powersoft. For any defects, bugs, or other errors of any firmware and/or software developed by Powersoft and for the terms of use of such firmware and/or software, the Buyer is required to refer to the license agreement for the firmware and/or software;
- Defects or malfunctioning reported to Powersoft after the expiration of twenty (20) Working Days from the date on which the Customer has detected the defect;
- Accidental damage or damage resulting from improper or incorrect use of the Product, fire, contact with liquids, earthquake or other external causes;
- Damage deriving from the use of the Product not in compliance with what is indicated in the user manuals, in the technical specifications and in other official guidelines concerning the individual Product, to be intended exclusively as those published on Powersoft Web Site;
- Damage due to improper installation or improper connection (including damage due to overvoltage) or damage due to upgrades and expansions and attempts to modify firmware or software;
- Damages arising from assistance intervention not performed by Powersoft or usage of non genuine Service Parts;
- Defects caused by normal deterioration or otherwise due to the normal obsolescence of the Product;
- Product whose serial number and/or tamper-proof seal has been damaged, removed or rendered illegible or otherwise unidentifiable;
- Product subject to theft according to what is notified to Powersoft by the appropriate authorities;
- Improper connections, exposure to harsh weather conditions, mechanical damage, including shipping accidents, and fair wear and tear;
- Wilful damage, negligence, carelessness in the use and maintenance of the Product, subjection to abnormal working conditions, connection of the Product to non-standard electrical or other installations;
- Claims by customers/successors in title of the purchaser or other third-parties.

For the sake of clarity, if components such as, but not limited to, the ones listed below are found damaged, they will be not considered in any case as in warranty, and they will be, therefore, charged to the Customer

*Table 4: Components warranty exclusions*

<b>Powersoft Part number</b>	<b>Item Category</b>
CNXXXXXX	Connectors
CVXXXXXX	Power cord
ETXXXXXX	Labels
FIXXXXXX	Filters
MAXXXXXX	Knobs
MEXXXXXX	Mechanical parts
SCXXXXXX	Carton box
VIXXXXXX	Screws

Powersoft does not guarantee that it can repair or replace the Product and that it can upgrade its firmware/software, without risk of loss of information/data/settings/setup stored in the Product. Therefore, in the performance of repair work and/or firmware/software upgrade of the Product, under no circumstances shall Powersoft be held liable for loss of data/settings and/or setups of the Product.

## 14 Payment Methods

For any After-Sales Service Center, less than Factory After-Sales Service Center, payment methods will be communicated by the local service manager.

For repairs performed in the Factory After-Sales Service Center, amounts are payable in Euro and Dollars only using the following bank details.

### 14.1 Euros Payment Method

#### Company details:

<b>NAME:</b>	<b>Powersoft S.p.A.</b>
<b>ADDRESS:</b>	Via E. Conti, 5
<b>ZIP CODE:</b>	50018
<b>CITY:</b>	Scandicci
<b>PROVINCE:</b>	FI
<b>COUNTRY:</b>	Italy
<b>PHONE:</b>	+39 055 735 0230
<b>Email:</b>	<a href="mailto:amministrazione@owersoft.com">amministrazione@owersoft.com</a>

#### Bank details:

<b>BANK NAME:</b>	<b>Banca Intesa S. Paolo</b>
<b>AGENCY</b>	Badia a Settimo
<b>CITY:</b>	Scandicci
<b>PROVINCE:</b>	FI
<b>COUNTRY:</b>	Italy
<b>IBAN</b>	IT61J0306938085100000003490
<b>BIC/SWIFT</b>	BCITITMM
<b>ABI</b>	03069
<b>CAB</b>	38085

### 14.2 Dollar Payment Method

<b>NAME:</b>	<b>Powersoft S.p.A.</b>
<b>ADDRESS:</b>	Via E. Conti, 5
<b>ZIP CODE:</b>	50018
<b>CITY:</b>	Scandicci
<b>PROVINCE:</b>	FI
<b>COUNTRY:</b>	Italy
<b>PHONE:</b>	+39 055 735 0230
<b>Email:</b>	<a href="mailto:amministrazione@owersoft.com">amministrazione@owersoft.com</a>

#### Bank details:

<b>BANK NAME:</b>	<b>Banca Intesa S. Paolo</b>
<b>AGENCY</b>	Badia a Settimo
<b>CITY:</b>	Scandicci
<b>PROVINCE:</b>	FI
<b>COUNTRY:</b>	Italy
<b>IBAN</b>	IT20D0306938085161009302567
<b>BIC/SWIFT</b>	BCITITMM
<b>ABI (where required)</b>	03069
<b>CAB</b>	38085



## 15 Factory After-Sales Service Center price list (EU, European Union)

The Table 5 shows the price per each repair activity performed in Factory After-Sales Service Center on out of warranty products divided by product family indicated in the first column.

If the product is not listed on Table 5 a specific repair quotation will be issued to the Customer and the repair will be performed only after Customer's approval.

The meanings of each repair activity are described here below:

- First Level Repair: means a low repair/replacement level in which basic board/components are involved
- Second Level Repair: means
  - a medium repair level in which the repair/replacement involves a limited part of the whole product or
  - the sum of two First Level Repair performed on the same product
- Third Level Repair: means
  - a high repair level in which the repair/replacement involves a large part of the whole product
  - or
  - the sum of two Second Level Repair performed on the same product
- Basic Activity: can include internal cleaning, Firmware update, Final repair test. Basic Activities are always included in First level repair, Second level repair and Third level repair
- Returned without repair/no defect found: means the inspection performed on a product as result of which the repair has been considered not practicable (i.e. due to catastrophic damage, non-availability of spare parts for End Of Life product, repair quotation refused by the Customer etc.)

For any repair that require a third level of repair or for any repair activity not mentioned in this listing, a repair quotation will be issued to the Customer and the repair is performed only after Customer's approval.

In all other cases, the repair is straight performed without any communication to the Customer.



**Table 5: Factory After-Sales Service Center price list - (EU, European Union)**

Product Family	Basic activity		First level repair		Second level repair		Third level repair		Returned without repair/ No Defect Found	
	Service activity description	Price in Euros	Service activity description	Price in Euros	Service activity description	Price in Euros	Service activity description	Price in Euros	Service activity description	Price in Euros
Ipalmod Series	Fw update+ Final test+ Cleaning	120,00 €	DSP board replacement	190,00 €	Main Board repair/replacement	230,00 €	N.A.	N.A.	Inspection	75,00 €
DCell Series (S04 IS 4 Channel)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	180,00 €	N.A.	N.A.	Inspection	75,00 €
DCell Series (S04 IS 2 Channel)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	180,00 €	N.A.	N.A.	Inspection	50,00 €
DCell Series (PSU/AMP/ASP/DSP/PSU DC)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	140,00 €	N.A.	N.A.	Inspection	50,00 €
DigiMod Series (3000PFC SU)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	220,00 €	N.A.	N.A.	Inspection	75,00 €
DigiMod Series (500 DSP IS)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	180,00 €	N.A.	N.A.	Inspection	75,00 €
DigiMod Series (PFC2)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	180,00 €	N.A.	N.A.	Inspection	75,00 €
DigiMod Series (PFC4)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	200,00 €	N.A.	N.A.	Inspection	75,00 €
DigiMod Series (1000 DSP IS)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	200,00 €	N.A.	N.A.	Inspection	75,00 €
DigiMod Series (1000 no DSP)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	160,00 €	N.A.	N.A.	Inspection	50,00 €
DigiMod Series (1500 DSP IS)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	200,00 €	N.A.	N.A.	Inspection	75,00 €
DigiMod Series (1500 no DSP)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	160,00 €	N.A.	N.A.	Inspection	50,00 €
DigiMod Series (2000HV DSP IS)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	200,00 €	N.A.	N.A.	Inspection	75,00 €
DigiMod Series (2000HV no DSP)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	160,00 €	N.A.	N.A.	Inspection	50,00 €
DigiMod Series (3000 AMP)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	140,00 €	N.A.	N.A.	Inspection	50,00 €
DigiMod Series (3000 PS)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	160,00 €	N.A.	N.A.	Inspection	50,00 €
DigiMod Series (500 no Dsp)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	140,00 €	N.A.	N.A.	Inspection	50,00 €
Due/Quattrocanali Series (804/1204/1604/2404 - DSP/D)	Fw update+ Final test+ Cleaning	140,00 €	User Interface board replacement or Control board replacement or Electromechanical repair or Mechanics replacement	280,00 €	Power Supply section repair or Amplifier section repair or DSP Board replacement or 2 x Lev. 1	370,00 €	Main board replacement or 2x Lev. 2	870,00 €	Inspection	100,00 €
Due/Quattrocanali Series (Other)	Fw update+ Final test+ Cleaning	140,00 €	User Interface board replacement or Control board replacement or Electromechanical repair or Mechanics replacement	280,00 €	Power Supply section repair or Amplifier section repair or DSP Board replacement or 2 x Lev. 1	370,00 €	Main board replacement or 2x Lev. 2	970,00 €	Inspection	100,00 €
Duecanali Legacy Series K Series (K2/K3/K4/K6)	Fw update+ Final test+ Cleaning	140,00 €	Power Supply section repair or Amplifier section repair or User Interface board replacement or Electromechanical repair or Mechanical replacement	380,00 €	DSP and/or Control board and/or AESOP board replacement or 2 x Lev. 1	560,00 €	Power Supply section replacement or Amplifier section replacement	1.200,00 €	Inspection	100,00 €
K Series (K8/K10/K20)	Fw update+ Final test+ Cleaning	140,00 €	Power Supply section repair or Amplifier section repair or User Interface board replacement or Electromechanical repair or Mechanical replacement	470,00 €	DSP and/or Control board and/or AESOP board replacement or 2 x Lev. 1	560,00 €	Power Supply section replacement or Amplifier section replacement	1.500,00 €	Inspection	100,00 €
LiteMod Series (4HC/4HV)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	180,00 €	N.A.	N.A.	Inspection	50,00 €
LiteMod Series (LiteMod STD/HV)	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	140,00 €	N.A.	N.A.	Inspection	50,00 €
M Series (M14/M20)	Fw update+ Final test+ Cleaning	140,00 €	DSP board replacement or Control board replacement or User Interface board replacement or Electromechanical repair or Mechanics replacement	270,00 €	Main board repair or Main board repair + DSP board replacement or 2x Lev. 1	350,00 €	Main board replacement	850,00 €	Inspection	100,00 €
M Series (M28/M30/M50)	Fw update+ Final test+ Cleaning	140,00 €	DSP board replacement or Control board replacement or User Interface board replacement or Electromechanical repair or Mechanics replacement	270,00 €	Main board repair or Main board repair + DSP board replacement or 2x Lev. 1	350,00 €	Main board replacement	970,00 €	Inspection	100,00 €
MDrive Series	Fw update+ Final test+ Cleaning	120,00 €	DSP board replacement	230,00 €	Main Board repair/replacement	260,00 €	N.A.	N.A.	Inspection	100,00 €
Mezzo Series	Cleaning	Free of charge	Mechanics replacement	140,00 €	DSP board replacement or Logic board replacement	320,00 €	Main Board repair/replacement	380,00 €	Inspection	75,00 €
MiniMod Series	Cleaning	Free of charge	N.A.	N.A.	Main Board repair/replacement	140,00 €	N.A.	N.A.	Inspection	50,00 €
Ottocanali HGT Series	Fw update+ Final test+ Cleaning	190,00 €	User Interface board replacement or Electromechanical repair or Mechanics replacement	290,00 €	Main Board repair/replacement Amplifier Board repair (1 unit) or Control Board replacement or 2 x Lev. 1	560,00 €	DSP Board replacement or Amplifier Board replacement (1 unit)	1.200,00 €	Inspection	100,00 €
Ottocanali LGT Series	Fw update+ Final test+ Cleaning	140,00 €	User Interface board replacement or Electromechanical repair or Mechanics replacement	270,00 €	Power Supply section repair or Amplifier section repair or 2 x Lev. 1	370,00 €	Main board replacement or 2x Lev. 2	500,00 €	Inspection	100,00 €
T Series (T302/T304)	Fw update+ Final test+ Cleaning	140,00 €	User Interface board replacement or Control board replacement or Electromechanical repair or Mechanics replacement	270,00 €	Power Supply section repair or Amplifier section repair or DSP Board replacement or 2 x Lev. 1	370,00 €	Main board replacement or 2x Lev. 2	870,00 €	Inspection	100,00 €
T Series (Other)	Fw update+ Final test+ Cleaning	140,00 €	User Interface board replacement or Control board replacement or Electromechanical repair or Mechanics replacement	270,00 €	Power Supply section repair or Amplifier section repair or DSP Board replacement or 2 x Lev. 1	370,00 €	Main board replacement or 2x Lev. 2	970,00 €	Inspection	100,00 €
Wall Mount Touch	Cleaning	Free of charge	Mechanics replacement	90,00 €	N.A.	N.A.	Main Board replacement	280,00 €	Inspection	50,00 €
X Series (X4)	Fw update+ Final test+ Cleaning	190,00 €	User Interface board replacement or ETH/Dante board replacement or Electromechanical repair or Mechanics replacement	380,00 €	Power supply section repair or Amplifier section repair or ADLink Board replacement or DIGI Board replacement or 2 x Lev. 1	600,00 €	Power Supply section replacement or ADLink+DIGI Board replacement	1.350,00 €	Inspection	100,00 €
X Series (X4L/X8)	Fw update+ Final test+ Cleaning	190,00 €	User Interface board replacement or ETH/Dante board replacement or Electromechanical repair or Mechanics replacement	420,00 €	Power supply section repair or Amplifier section repair or ADLink Board replacement or DIGI Board replacement or 2 x Lev. 1	820,00 €	Power Supply section replacement or ADLink+DIGI Board replacement	1.950,00 €	Inspection	100,00 €

## 16 After-Sales Service Center price list (other than EU, European Union)

If the repair is not performed in Factory After-Sales Service, a quotation of the repair based on the local rate applied by the After-Sales Service Center.

Local rate are supervised by Powersoft.

Repair quotation is communicated to the Customer upon previous request and the repair is performed only after Customer's approval.