

# Replacement Policy

## Release Summary

Version No.	1.0
Implementation Date	01 May, 2025

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## Purpose

This policy applies to all channel partners procuring hardware products from **SmartNode Automation Pvt. Ltd.** It governs product replacements within the warranty period, subject to the conditions outlined below.

## Replacement Process

### 1. Advance Replacement Process

#### 1.1. Mandatory Requirements

- Replacement requests must be initiated from the installation site after on-site verification of the device.
- Office-based calls without on-site verification will not be accepted.

#### 1.2. Required Information

To initiate a replacement request, the site personnel must provide essential details such as the serial number and site name. Without these information, the support team will not be able to proceed with the further process.

#### 1.3. Device Dispatch Timeline:

##### 1.3.1. Same-Day Dispatch:

Advance replacement requests received before 5:00 PM will be dispatched on the same day.

##### 1.3.2. Touch Devices Dispatch:

Touch devices will be dispatched according to the production schedule or sales order timeline.

#### 1.4. Terms & Conditions

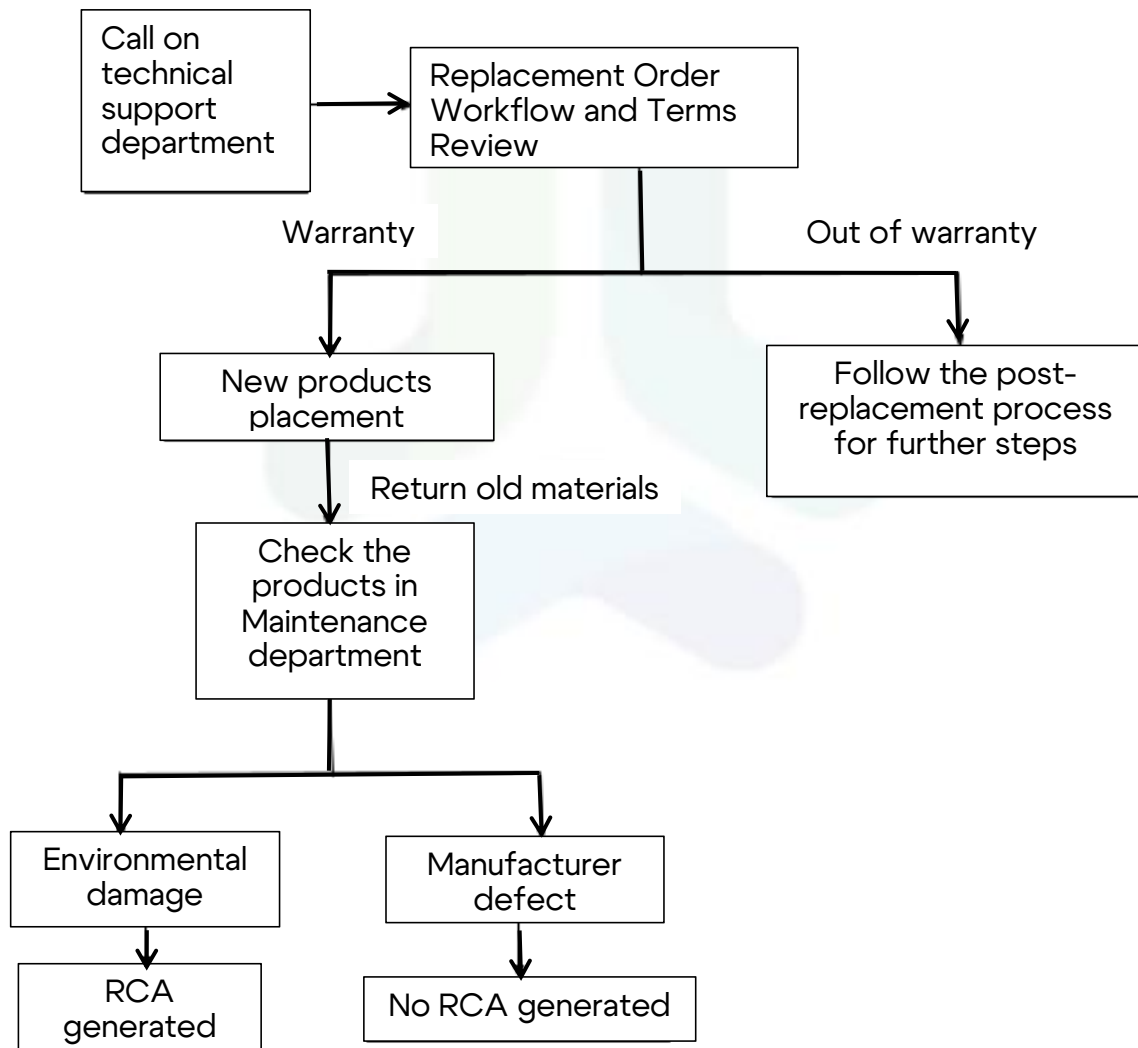
- Once the advance replacement is issued, the product will be dispatched. The channel partner must return the original product to Smart Node HQ **within 60 days**.
- Icon changes in the panel are **not available** during the replacement process.
- In case where the issue is caused by improper installation, misuse, or external damage, a new device will be dispatched after generating the Root Cause Analysis (RCA) and invoice.
- If the fault is identified as a manufacturing defect and the product is under warranty, no billing will apply.

#### 1.5. Responsibility of Channel Partner

Failure to return the product within given period (60 days) will result in the generation of a bill (RC).

**Example:** If a device is replaced on January 2, 2025, and not returned by March 2, 2025, an invoice for the replacement cost will be generated on March 3, 2025.

## 1.6. Process Flow Chart



**Fig. 1**

## 2. Post-Replacement Process

### 2.1. Replacement from the site stock

If the channel partner replaces the product on-site from their own stock, they must fill out the voucher provided by Smart Node when sending the replaced product for service/replacement.

**Note:-**

- If the product is sent without the required details, it will be returned to the channel partner **without any repair or service**.
- Icon changes in the panel are **not available** during the replacement process.

### 2.2. Terms & Conditions

#### 2.2.1. Warranty Coverage:

The maintenance team will inspect the returned product to identify the fault.

- **Environmental Fault:** If the issue is due to factors like improper installation, misuse, or external damage, a new device will be dispatched after generating the Root Cause Analysis (RCA) and invoice.
- **Manufacturing Fault:** If identified as a manufacturing defect, no billing will be applied.

#### 2.2.2. Out-of-warranty Coverage:

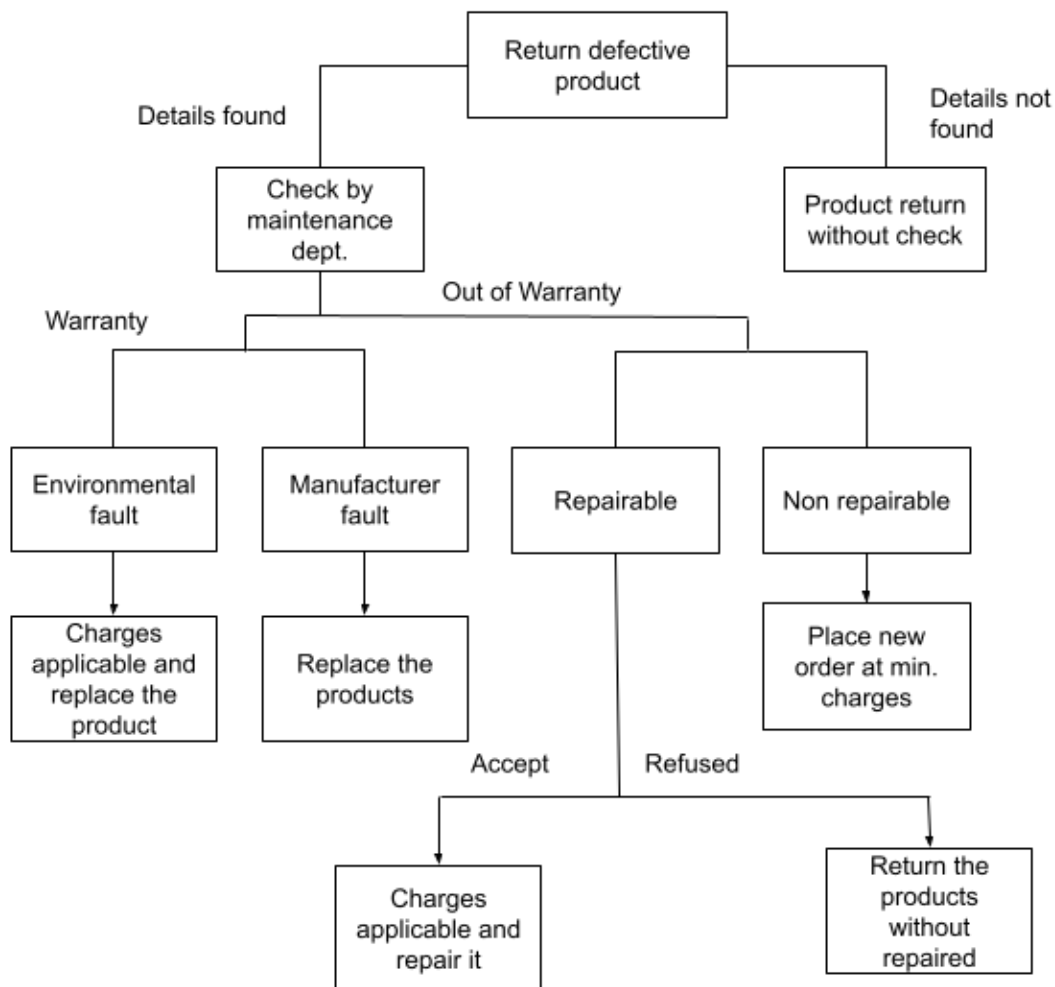
- **Repairable Products:** If the product can be repaired, maintenance charges will be communicated in advance. Upon approval, the product will be repaired. If declined, the product will be returned without repair.

- **Non-Repairable Products:** If the product is deemed non-repairable, the channel partner may place a new order at a discounted rate to obtain a replacement.

### 2.3. Analysis and Return Process

After analysis, a new or repaired device will be returned to the channel partner within **2 days**.

### 2.4. Process Flow Chart



**Fig. 2**

SERVICE CHALLAN			
Party Name:		Contact No.	Date:
Sr No.	Model Name	Device Serial No.	Issue
Remarks:			AUTHORIZED SIGNATURE