

28/12/2020

Rev.7

POWERSOFT S.p.A. SERVICE POLICY

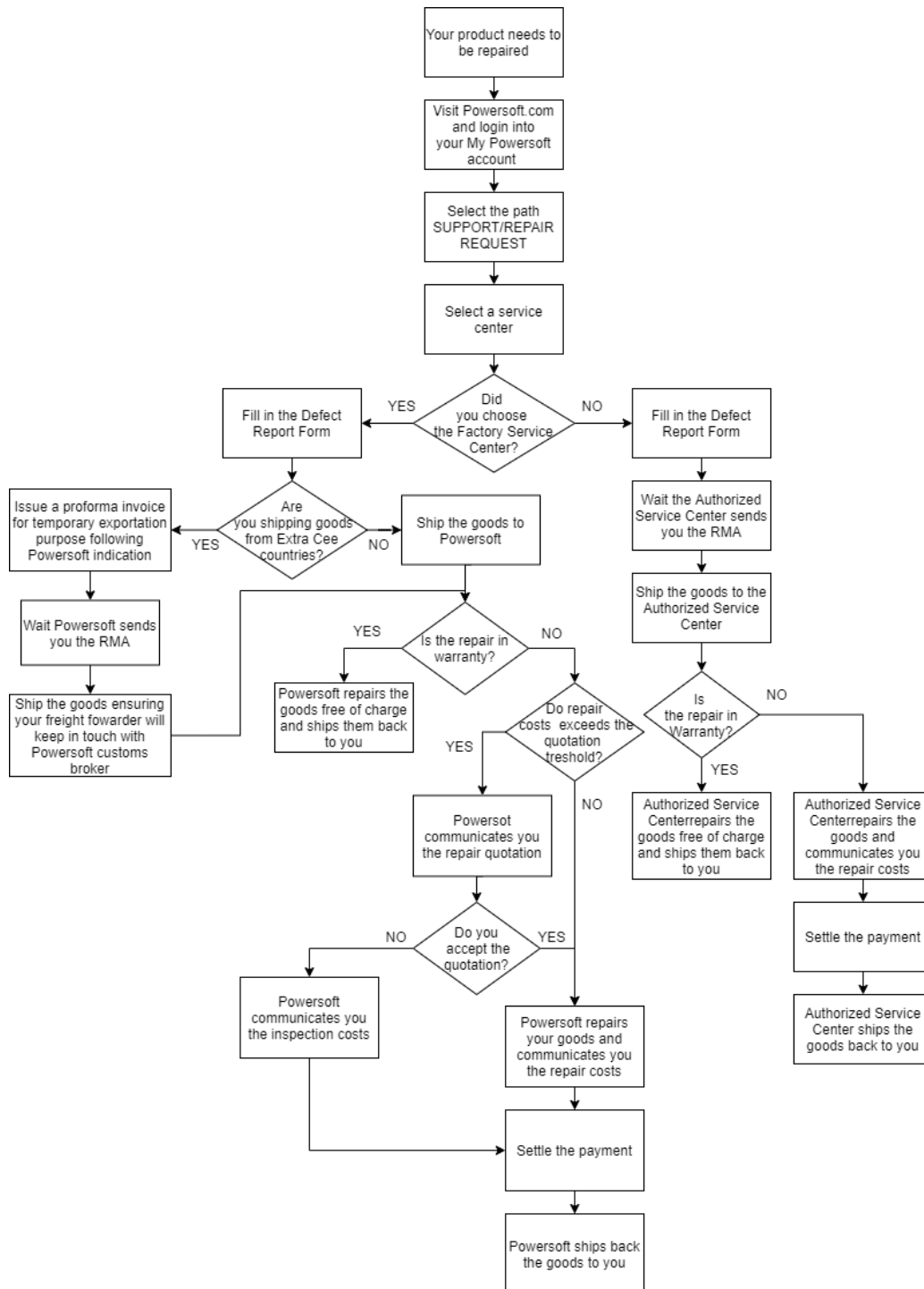
SERVICE GUIDE

POWERSOFT S.P.A.

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FLOW CHART



IF YOUR PRODUCT NEEDS TO BE REPAIRED

Powersoft S.p.A offers technical assistance service through the Factory Service Center based in Italy and a network of authorized service centers spread all over the world.

If your product needs to be repaired, refer to the following information guide.

Before requesting technical assistance on our products make sure that:

- a. The device is not in the list of products for which Powersoft does not provide technical assistance as indicated at §4
- b. You have read and understood the "Warranty terms and conditions" indicated at §5.
- c. You have read "Special repair cases" at §8.
- d. You have read "OEM PRODUCTS" at §9.

If your product needs to be repaired, Powersoft S.p.A. offers two options:

1. Choose the nearest Powersoft Authorized Service Center
2. Choose Powersoft S.p.A. Factory Service Center based in Italy



Proceeding with a repair request you expressly accept all Powersoft S.p.A. Service Policy terms and conditions.

1. IF YOU CHOOSE AN AUTHORIZED SERVICE CENTER

To repair your device in an authorized service center, please follow the steps below:

1. Login to your "MY POWERSOFT" account on Powersoft website.
2. Access the "SUPPORT" section and select "REPAIR REQUEST"
3. Access the Authorized service center list, select the geographic area, the country and the service center desired
4. Fill in all the information requested in the "PRODUCT REPAIR" section showed up
5. Fill In the free text section to communicate any additional details
6. Click on "SEND" button to send the request to the service center

After having applied the procedure, the local service manager will contact you 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 you will use to ship the goods to the authorized service center.

Note: If the RMA is not displayed anywhere outside of the box, the shipment will be rejected and sent back to the customer.

1.1. IN WARRANTY REPAIRS:

For in warranty repairs, all repair costs of spare parts, labor and return shipping will be covered by Powersoft S.p.A.

The warranty will be not applied for cases indicated at §6.

After the repair activity, all the components repaired/replaced are guaranteed for an extra period of 12 (twelve) months for Rack amplifiers and 3 (three) months for amplifier modules from the date of repair bill.

1.2. OUT OF WARRANTY REPAIRS

For out of warranty repairs, all repair costs of spare parts, labor and shipping will be charged based on the local rate applied by the service center and supervised by the Powersoft S.p.A. Head Quarter. The unit will be evaluated by a technician and, upon request, the service center will communicate you the repair quotation.

The repair will start after the customer's approval.

When repair is completed, the service center will communicate you the total amount (including return shipping costs) and the payment methods.

After the repair activity, all the components repaired/replaced are guaranteed for 12 (twelve) months for Rack amplifiers and 3 (three) months for all modules from the date of repair bill.

2. IF YOU CHOOSE POWERSOFT S.P.A. FACTORY SERVICE CENTER

To repair your device in Powersoft S.p.A. factory service center, please follow the steps below:

1. Login to your "MY POWERSOFT" account on Powersoft website.
2. Access the "SUPPORT" section and select "REPAIR REQUEST"
3. Access the Authorized service center list, select "EUROPE AND AFRICA"/"ITALY"/"POWERSOFT"
4. Fill in all the information requested in the "PRODUCT REPAIR " section showed up
5. Fill In the free text section to communicate any additional details
6. Click on "SEND" button to send the request to the service center

After having applied the procedure, Powersoft staff will contact you providing the RMA (Return Merchandise Authorization) in PDF format.

The RMA must be printed and attached to the packaging you will use to ship the goods to Powersoft S.p.A. factory service center.

If the RMA is not displayed anywhere on the outside of the box, the shipment will be rejected and sent back to the customer.

To ship the goods to Powersoft S.p.A. factory service center, use the following address:

Powersoft S.p.A.
Via dei Cadolingi N. 13
50018 Scandicci (FI) Italy

Note 1: if goods are shipped from EXTRA CEE countries, it will be mandatory to apply a **temporary exportation/importation procedure as described in §10.**

If goods will be shipped directly to Powersoft Factory service center without proceeding with a temporary exportation/importation procedure, goods will be rejected and shipped back to the customer.

For all the details about how to apply a temporary exportation/importation procedure, please read the information at §10. of this guide.

Note 2: Powersoft S.p.A. reserves the right to use components/boards reconditioned as new to repair in warranty and out of warranty devices and to consider the replaced components/boards of the defective device as Powersoft S.p.A. property.

2.1 IN WARRANTY REPAIRS

For in warranty devices, all repair costs of spare parts, labor and return shipping will be covered by Powersoft S.p.A.

The warranty will be not applied for cases indicated at §6.

All the components repaired/replaced are guaranteed for an extra period of 12 (twelve) months for Rack amplifiers and 3 (three) months for all modules from the date of repair bill.

2.2 OUT OF WARRANTY REPAIRS

For out of warranty devices, all repair costs of spare parts, labor and return shipping will be charged to the customer.

The unit will be evaluated by a technician, and our staff will communicate you the repair quotation only if the total amount exceeds the thresholds indicated in the Column B of the following table

depending on device model indicated in Column A, otherwise the repair will be executed without any communication.

If the quotation is refused, the device will be not repaired and only inspection costs will be charged according to the column C of the table below depending on the device model indicated in Column A.

A	B	C
MODEL	QUOTATION TRESHOLD*	INSPECTION COST*
IPALMOD	230,00 €	50,00 €
DCELL 502 IS	130,00 €	50,00 €
DCELL 504 IS	160,00 €	50,00 €
DIGIMOD 3000PFCSU	200,00 €	50,00 €
DIGIMOD 500, 1000, 1500, 2000 NO DSP	110,00 €	50,00 €
DIGIMOD 500,1000,1500, 2000 + DSP	150,00 €	50,00 €
DIGIMOD PFC2	170,00 €	50,00 €
DIGIMOD PFC4	200,00 €	50,00 €
DSP4 (ALL VERSION)	150,00 €	50,00 €
LITEMOD 4HC	120,00 €	50,00 €
DUECANALI (K SERIES)	350,00 €	100,00 €
K SERIES (ALL VERSION + OEM)	400,00 €	100,00 €
M14, M20 (ALL VERSION + OEM)	250,00 €	100,00 €
M28, M30, M50 (ALL VERSION + OEM)	300,00 €	100,00 €
MDRIVE	250,00 €	100,00 €
OTTOCANALI 1204	350,00 €	100,00 €
OTTOCANALI HGT (ALL VERSION)	400,00 €	100,00 €
QUATTROCANALI SERIES (ALL VERSION + OEM)	330,00 €	100,00 €
DUECANALI SERIES (ALL VERSION + OEM)	330,00 €	100,00 €
T SERIES (ALL VERSION + OEM)	350,00 €	100,00 €
X4 (ALL VERSION + OEM)	550,00 €	100,00 €
X4L	650,00 €	100,00 €
X8 (ALL VERSION + OEM)	650,00 €	100,00 €

***All amounts are VAT excluded**

If the quotation is accepted, the device will be repaired and, when repair is completed, the service center will communicate you the total amount.

If the invoice related to the repair costs and/or inspection costs is not settled by the customer within 6 months from the date of receipt of the defective device in Powersoft S.p.A., disposal costs will be added to the invoice and the device will be scrapped.

2.3 NFF - NO FAULT FOUND

If, after inspection, no fault is found on a device shipped to the Factory Service center for repair, the following costs will be charged to the customer even if the device is covered by warranty:

- a. Inspection costs
- b. Handling costs
- c. Shipping costs
- d. Any customs duties and/or temporary importation management costs

3. PAYMENT METHODS

Amounts are payable in Euros or Dollars following the indication below.

The following bank details described at §3.1 and §3.2 must be used only for repairs executed in Powersoft S.P.A. factory service center.

In case you choose an authorized service center, payment methods will be communicated by the local service manager.

3.1 EUROS PAYMENT METHOD

Amounts are payable in the invoiced currency EUR to our account as per following banking details. We prefer wire transfers (a.k.a. telegraphic transfers) and equivalent methods of payments. No cheques, no cash, no credit card.

The following bank details must be used only for repairs executed in Powersoft S.p.A. factory service center:

COMPANY DEATILS:

NAME: Powersoft S.p.A.
ADDRESS: Via E. Conti, 5
ZIP CODE: 50018
CITY: Scandicci
PROVINCE: FI

Via Enrico Conti, 5
Scandicci (Fi) 50018 - Italy
✉ powersoft@pec.it
☎ +39 055 73 50 230
☎ +39 055 73 56 235

COUNTRY: Italy
PHONE: +39 055 735 0230
Email: backoffice@powersoft.it

BANK DETAILS:

BANK NAME: Banca Intesa S. Paolo
AGENCY: Badia a Settimo
CITY: Firenze
PROVINCE: FI
COUNTRY: Italy

ACCOUNT POWERSOFT:

IBAN: IT61J0306938085100000003490
BIC/SWIFT: BCITITMM
ABI 03069
CAB 38085

3.2 DOLLAR PAYMENT METHOD

Amounts are payable in the invoiced currency USD to our account as per following banking details. We prefer wire transfers (a.k.a. telegraphic transfers) and equivalent methods of payments. No cheques, no cash, no credit card.

The following bank details must be used only for repairs executed in Powersoft S.p.A. factory service center:

COMPANY DEATILS:

Name: Powersoft S.p.A.
Street address: Via E. Conti, 5
Post code: 50018
City: Scandicci
Province: FI
Country: Italy
Phone: +39 055 735 0230
Email: backoffice@powersoft.it

BANK DETAILS:

Bank name: Banca Intesa S. Paolo
Agency: Badia a Settimo
City: Firenze
Province: FI
Country: Italy

ACCOUNT POWERSOFT:

IBAN: IT20D0306938085161009302567
BIC/SWIFT: BCITITMM
(where required): ABI 03069
CAB 38085

3.3 PAYPAL PAYMENT METHOD

Amounts are payable in the invoiced currency EUR or USD to our Paypal account at:

Paypal@powersoft.com

This payment method must be used only for repairs executed in Powersoft S.p.A. factory service center

4. PRODUCTS SUPPORT DISCONTINUED

From 1st April 2017 Powersoft Factory service center and all authorized service center will NOT provide any more service assistance on the following devices.

- DIGAM Series
- Q&D Series (including the corresponding OEM)
- LD & LQ Series
- QTU
- PowerMod modules

Please do not contact Powersoft service centers for any service request for the devices listed above.

5. WARRANTY TERMS AND CONDITION

Warranty period depends on product type:

- 48 months for rack amplifiers from the date of commercial invoice issued (unless otherwise indicated)
- 12 months for amplifier modules from the date of commercial invoice issued (unless otherwise indicated)

The warranty will be not applied for following cases:

1. Warranty seal removed (Introduced from 04/2019 only for rack amps)
2. Faults caused by repair activities or alterations carried out by NO authorized personnel
3. Faults caused by improper use, exposure to liquids, humidity, fire or other external extremes causes such as acts of God or other external causes
4. Mechanical damages produced during the shipment of the products and other cosmetic damage, including scratches.
5. Products where serial number has scratched, modified or removed.
6. The packaging used to ship the faulty device to Powersoft S.p.A for repair is not the original one.

For these cases Powersoft S.p.A. will apply the terms of condition of out of warranty repairs. For replaced products (at sole discretion of Powersoft S.p.A.), it will be applied the same warranty period of the original unit.

6. DEAD ON ARRIVAL - D.O.A. PROCEDURE

If a fault occurs on first power up, contact you dealer/point of sale or, as alternative you can report directly to Powersoft HQ service center as indicated in the steps below:

1. Login to your "My Powersoft" account on Powersoft website.
2. Access the "SUPPORT & SERVICES" section and select "PRODUCT REPAIR"
3. Access the Authorized service center list, select "EUROPE AND AFRICA"/"ITALY"/"POWERSOFT"
4. Fill in all the information requested in the "PRODUCT REPAIR " section showed up
5. Fill In the free text section to communicate that you are reporting a D.O.A. case
6. Click on "SEND" button to send the request to the service center

You will be contacted as soon as possible by our staff that will authorize (at sole discretion of Powersoft S.p.A.) the immediate replacement of the device.

After receiving the authorization, the defective device must be shipped back to Powersoft S.p.A. to the following address:

Powersoft S.p.A.
Via dei Cadolingi, 13
Scandicci - FI 50018 Italy

NOTE: the unit sent in replacement will be invoiced. Only after Powersoft S.p.A. will receive the defective device, it will be issued a credit note of the same amount.

NOTE: In case of D.O.A. do not tamper the device in any way otherwise the warranty expires, and the unit will be not replaced.

7. DEAD WITHIN 3 MONTHS – D.W.3 PROCEDURE

If a fault occurs on your device no later than 3 months from the date of purchase, contact your dealer/point of sale or, as alternative, you can report directly to Powersoft HQ service center as indicated in the steps below:

1. Login to your “My Powersoft” account on Powersoft website.
2. Access the “SUPPORT & SERVICES” section and select “PRODUCT REPAIR”
3. Access the Authorized service center list, select “EUROPE AND AFRICA”/“ITALY”/ “POWERSOFT”
4. Fill in all the information requested in the “PRODUCT REPAIR “ section showed up
5. Fill In the free text section to communicate that you are reporting a D.W.3. case
6. Click on “SEND” button to send the request to the service center

You will be contacted as soon as possible by our staff who will send you the RMA (Return Merchandising Authorization) in PDF format and shipment details.

The RMA must be printed and attached to the packaging you will use for the shipment.

Note: If the RMA is not displayed anywhere outside of the box, the shipment will be rejected and sent back to the customer. After receiving the defective device, Powersoft S.p.A., following an

internal inspection, will authorize or deny the replacement or the in-warranty repair of the device according to the outcome of the inspection.

Warning: In case of D.W.3. do not tamper with the device in any way, otherwise the warranty expires and the unit is not replaced.

8. SPECIAL REPAIR CASES

For the products listed below, the repair could be more expensive than purchasing a brand-new unit:

- DCell504 PSU
- DCell504 AMP
- DigiMod 500, 1000, 1500, 2000HV (NO DSP models)
- LiteMod
- LiteMod HV
- MiniMod4
- DSP Lite / DSP C / DSP D

However, it remains at the discretion of the customer to proceed with the repair.

In the event of a failure on these devices, and if the warranty status is still valid, the device will be replaced free of charge.

The warranty for the replaced products follows the indications given in §6.

To report a failure on the products listed, follow the procedure described in §2.

9. OEM PRODUCTS

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.

10. TEMPORARY EXPORTATION/IMPORTATION PROCEDURE

To repair devices that comes from EXTRA CEE countries in Powersoft S.p.A. Factory service center, it is mandatory to apply a “Temporary exportation/importation procedure” as described in §10.1.

This guide describes all the steps to be followed.

WARNING: If goods are shipped directly to Powersoft Factory service center without proceeding as follow, goods will be rejected and shipped back to the customer.

10.1 HOW TO PROCEED

To apply a temporary exportation procedure, please follow the steps below:

1. Login to your “My Powersoft” account on Powersoft website.
2. Access the “SUPPORT & SERVICES” section and select “PRODUCT REPAIR”
3. Access the Authorized service center list, select “EUROPE AND AFRICA”/“ITALY”/ “POWERSOFT”
4. Fill in all the information requested in the “PRODUCT REPAIR “ section showed up
5. Fill in the free text section to communicate that you will ship the goods from an EXTRA CEE country specifying the country
6. Click on “SEND” button to send the request to the service center
7. After having applied the procedure, our staff will contact you authorizing the application of the temporary exportation/importation procedure
8. After receiving the authorization, issue at service.audio@powersoft.it 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. Device description
 - c. Product code
 - d. Quantity
 - e. Economic value for each device as indicated in the original Sales invoice(s).

If you can't reach all these information, please contact our staff at service.audio@powersoft.it that will help you to properly fill in the proforma invoice.

You can find a Pro-forma invoice fac-simile at §3. of this guide.

9. After our approval, our staff will send you the RMA (Return Merchandise Authorization) in PDF format.

The RMA must be printed and attached to the packaging you will use to ship the goods to Powersoft S.p.A. factory service center.

10. Before shipping the goods to Powersoft S.p.A. Factory service center, make sure that your Shipping/Forwarding agency, once the goods arrive in Italy, will get in contact with CAD TOSCANA S.p.A. (our shipping and forwarding agency) that will take care of all custom formalities to open, on our behalf, the temporary exportation/importation procedure and physically deliver the goods to Powersoft.

Here below CAD Toscana reference:

Company name: CAD TOSCANA S.R.L.
Contact person: Mr. Stefano Picchioni
Address: Via Panciatichi, 14 50127 FIRENZE
Tel: +39 055 3427523 +39 055 308662
Fax: +39 055 3438712
E-mail: info@cadtoscana.it
Web site: www.cadtoscana.it

11. When everything is set up, you can proceed with the shipping at the following address:

Powersoft S.p.A.
Via dei Cadolingi N. 13
50018 Scandicci (FI) Italy

12. As soon as you have shipped the goods, contact our staff at service.audio@powersoft.it communicating:

- a. Weight and dimension of the packaging
- b. Shipping AWB

13. Once the goods will be received by Powersoft S.p.A., our staff will update you about the repair status.

14. When repair will be completed, Powersoft S.p.A. will ship back the unit to the address indicate into the defect report form.

10.2 WARRANTY CONDITION

For in warranty devices, all repair costs of spare parts, labor, and return shipping will be covered by Powersoft S.p.A.

For devices whose warranty is expired or voided, an additional amount up to € 500,00, depending on customs duties, will be added to the costs of spare parts, labor, and return shipping to cover temporary exportation/importation procedure expenses.

In case just some of the devices are covered by warranty, this cost we'll be proportionally shared by Powersoft S.p.A. and customers.

Please read "warranty terms and condition" into the Service guide available on Powersoft S.p.A. website.

10.3 PRO-FORMA INVOICE FAC-SIMILE

The following picture displays an example of which information must be provided into the Pro-forma invoice

PROFORMA INVOICE					
Date: _____					
Proforma invoice #: _____					
SENT BY:					
Company Name: _____					
Address: _____					
City/State/Postal Code: _____					
Country: _____					
Phone No: _____					
SENT TO:					
Company Name: Powersoft SpA			Number of pieces: 1		
Address: Via dei Cadolingi, 13			Total Gross Weight: 2 KG		
City/State/Postal Code: 50018			Total Net Weight: 1 KG		
Country: ITALY					
Phone No.: +39 055 7350230					
Description of goods	Product Code	Quantity	Serial number	Price (EUR/USD)	SubTotal
LITEMOD 4HC	PF000349	1	123456	\$\$	
<i>For customs purposes only</i> Currency				Total Value	
Reason for Export: Goods in temporary exportation for repair					
Stamp:			Name:		
			Signature:		