



## NEC SL1100 / SL2100 Warranty Information

05/14/2018

### I. Overview

#### 1.1 Hardware:

NEC SL Series control equipment, key telephones and DSS Consoles have a **\*5-Year Warranty**.

Note - Cables, AC-L AC Adapter, AC-Z AC Adapter, Call Logging Units, Doorbox, and WHA have 2-Year Warranty. Cordless DECT Telephone, DTL-RPT-2 Repeater, DTH-1-1, DTR-1-1/DTR-1HM-1 type analog single-line telephones, and AP20/ML440 Wireless equipment have a 1-Year Warranty.

#### 1.2 Software:

NEC SL Series software warranty applies to the system software and is based on port capacity. All CPU-licensed software applications such as InMail, SMDR, ACD, etc. are included in the port capacity calculation. Software is covered under the hardware warranty.

#### 1.3 Third Party Products:

Third Party or "Non-NEC branded" products are covered under their respective manufacturer's warranty plan.

### II. Contact Information

General Sales /  
Sales Help Desk

800-365-1928

<mailto:GeneralSales@necam.com>

[www.necsl1100.com](http://www.necsl1100.com)

[www.necsl2100.com](http://www.necsl2100.com)

NTAC (Tech Sup)

800-852-4632

[www.necntac.com](http://www.necntac.com)

### III. **Out-of-box Failure Warranty Replacements - within 30-days of purchase**

**All equipment (including phone terminals)** – Product received that fail "out-of-the-box", or become defective within the first 30-days of purchase can be advanced replaced by calling TELECO Channel Dealer Support at 888.550.5700. The TELECO Channel Dealer Support Representative will not be able to answer any technical questions pertaining to defective part(s) and will direct your call to NEC SL Series Technical Support at 800.852.4632 if needed. TELECO will verify the part coverage using the dealer's original PO and/or part serial number. Eligible replacement orders will be processed for shipment and invoiced accordingly. TELECO will issue a return RMA number, which will be noted on the shipment packing list. The dealer must return the defective part(s) to TELECO referencing the return RMA number. Upon receipt and inspection, the dealer will be issued credit for both the part(s) and the GROUND freight. If a faster method of shipping was required by the dealer no freight credit will be issued.

#### **TELECO RETURN ADDRESS:**

TELECO, Inc.  
430 Woodruff Rd  
Suite 300  
Greenville, SC 29607  
Attn: RMA # xxxxx

### IV. **Warranty Replacements - after 30-days of purchase**

Product that becomes defective after 30-days of purchase can be replaced or repaired by calling NEC's Material Return Authorization (MRA) department at 800-752-6275 – select option 1. NEC Customer Service representatives will not be able to answer any technical questions. Technical questions must be directed to NEC NTAC Technical Support.

NEC will create a return AV number and process an order to ship the part(s). NEC will invoice TELECO for the shipped product with freight charges. TELECO will in turn invoice the Channel Dealer, referencing the PO number given to NEC and the AV number assigned. The Dealer PO will be modified to end with the Channel Dealer's NEC location number. Example: PO 215932-12345, where 215932 is the dealer's PO number and the last 5-digits of the CP24000-12345 NEC dealer account is used.

The Channel Dealer has up to 60 calendar days to return the failed product to NEC Distribution Center. Clearly mark the **AV number** on the returned shipping carton(s). If multiple cartons are sent then they must be marked box 1 of 3, 2 of 3, etc.

Upon receipt and acceptance of the returned product, NEC shall process a credit to TELECO, who in turn will process a credit memo, applied to the replacement product

invoice. Credit will not be issued by NEC if the returned product has not been properly identified with the **AV number**, is not in its original product box, has been altered, is missing documentation or has been damaged when received by NEC. If so, the product will be returned to the Channel Dealer “as is”. Additionally, if the product is not found to be defective, NEC has the right to return the product to the Channel Dealer “as is”, charge the return freight and not credit the replacement. TELECO will invoice the Channel Dealer accordingly.

**SHIP DEFECTIVE MATERIAL TO:**

**NEC Corp. – RMA Dept.  
1213 N 28<sup>TH</sup> AVENUE  
DFW AIRPORT, TX 75261  
ATTN: xx#**

*-Clearly label the AV/R/CN (xx) number on the shipping carton(s)-*

V. SL1100 / SL2100 Repairs – NEC does not currently offer a repair program.