1. 目的 PURPOSE

本文件的目的為訂定ORing產品保固及服務政策，提供代理商或經銷商客戶做RMA退回的依據；並且減少因誤判所產生之RMA成本以及提供快速的返修以滿足顧客需求。

The purpose of this procedure is to set up the warranty and service policy of ORing products for distributors and agents to reference while handling RMA cases. These procedures are for: 1) the reduction of RMA costs resulting from misjudgments, and2) facilitating quicker response times to fulfill ORing' customer.

2. 範圍 SCOPE

所有威力工業網絡股份有限公司的產品。

The procedures presented in this document apply to all ORing Co., Ltd. products.

3. 保固Warranty

3.1 產品保固期 Product Warranty Period

ORing 根據行業標準構建產品。對於由 ORing 構建的零件；包括但不限於主板，電源，機箱，風扇套件和散熱器；保修期為 5 年。由 ORing 組裝的系統件也將具有標準的 5 年保修期。除非特別說明，否則 ORing 的保修不包括可選的商品零件，包括但不限於 CPU，RAM 模塊，HDD，SSD 和附加卡，否則將適用外部供應商的保修。

ORing builds Products in accordance with the industry standards. For parts built by ORing; including, but not limited to, the main board, power supply, chassis, fan kit and heat-sink; the warranty period will be 5 years. Barebone systems assembled by ORing will also have a standard 5-years warranty period. Optional commodity parts including, but not limited to, CPU, RAM module, HDD, SSD, and add-on cards are not covered by ORing's warranty unless specifically stated, instead the external vendor's warranty will apply.

NOTE: ODM 產品的保修政策應由 ODM 合同單獨定義；

The warranty policy for ODM products shall be defined by ODM contract individually.

Products Category	Warranty Period	Warranty remark	Warranty ineffectiveness
Industrial Gigabit Ethernet Switch	5 Years	3rd party not manufacture by ORing Ex. CPU/RAM/HD/CF/Panel /Touch by original supplier's standard	Please refer to 3.2 Exclusion Warranty
Industrial Fast Ethernet Switch	5 Years		
Industrial PoE Ethernet Switch	5 Years		
Industrial Rack-Mount Ethernet Switch	5 Years		
Industrial Serial Device Server/ Wireless	5 Years		
Industrial Wireless Access Point / Router	5 Years		
Industrial Media Converter	5 Years		
Industrial Serial Media Converter	2~5 Years		
USB over IP Server/ Wireless	5 Years		
Accessories	1 Year		
OEM/ODM	Per OEM/ODM agreement		

3.2 以下項目不受公司保固範圍內 Exclusion of Warranty

a. 保固期過後發現產品有缺陷

The product has been found to be defective after expiration of the warranty period.

b. 用戶造成的產品物理損壞

Physical damage of the product that is caused by the human behavior.

C. 不當維護或修改造成功能異常

Improper or inadequate maintenance or modification.

d. 配件, 零件若遺失, 不在保固服務內做更換或是替補

Missing accessories or components are not included in the warranty replacement.

e. 序列號標籤缺失或損壞

Product that is without serial number or invalid serial number is not within warranty service.

f. 產品內有異物

Foreign objects inside the product.

g. ORing未提供或支持的軟體，介面，零件或耗材

Software, media, parts, or supplies not provided or supported by ORing.

h. 不當使用產品, 使用環境並未按照產品規格做操作而導致的產品損害

Any damaged caused by inadequate application to the product or operation that is not specify in

product specification.

3.3 延長保固服務：

可根據客戶要求延長保固服務。保固為發票內單價價格為標準，並以購買1年為基準，自發貨日期起最長為八年保固期。延長保修服務和ODM產品都需要簽訂服務合約。延長保修服務範圍可以與您的產品訂單一同購買。延長保修範圍僅適用於指定時間內購買延長保修的ORing製造之產品及設備

Extended warranty repair services are provided to customers upon request. It is based on the unit price of invoice and

purchased in 1-year increment for a maximum 8 years' warranty in total after the shipment date. A service contract is required

for all extended warranty service and ODM product. The extended warranty service coverage can be purchased along with

your product order. Extended warranty coverage only includes ORing manufactory products of the unit to which the extended

warranty has been purchased and for the specified period of time.

NOTE: *第三方製造的外購品 CPU/RAM/HD/CF/DOM /Battery/LENS/sensor/ISP等，由原始供應商提供標準保固。*

For 3rd party not manufacture by ORing ex. CPU/RAM/HD/CF/DOM/Battery/LENS/

Sensor/ISP and so on by original supplier's standard warranty.

產品延長保固信息 Product Extended Warranty Information

Products Series	Type	Product	Model	Warranty			
				1-5 year	6 year	7 year	8 year
Industrial Ethernet Switch	System	Industrial Ethernet Switch	RES/RGS/RGPS/ TGPS/TRGPS/TES/TGS/TGXS/TSPL/TGXPS/TPS/TXPS/TINJ/TSPL IGPS/IGS/IES/IBS/IPS DES/DGS/	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
	Card	Card type Ethernet Switch	IGCS/IGPCS/ICS	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
CompactPCI Ethernet Switch	Card	CompactPCI Ethernet Switch	CPS/CPGS	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
Desktop-Type Ethernet Switch	System	Desktop-Type Ethernet Switch	DES/DGS	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
Industrial Media Converter	System	Industrial Serial Products	IGMC/IMC/ITGMC/IGPMC/IPMC	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
	Card		RGMC/RMC/RPM	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
Industrial Serial Products	System	Industrial Series Products	RDS IDS/ISC	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
Industrial Wireless Access Point	System	Industrial Wireless Access Point	IAP/IGAP TGAP	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
Industrial VPN Router	System	Router	IGR/IAR/IGAR TAR/TGAR	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
Industrial M2M Gateway	System	Industrial M2M Gateway	IGMG/IMG	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
Industrial Solution-Modbus	System	Industrial Solution-Modbus	IDS RDS	Free	Extra cost	Extra cost	Extra cost

					14%	25%	38%
Gateway	Gateway				14%	25%	38%
Management Software & Accessories	Parts	Accessories	Fiber Optical / RF Adapter / Antenna / Power Supply / Cables / Connector / Back Unit				
	Software	Software	Open-Vision				
Industrial IoT	System	Gateway	IMG/ORIO	Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
	Module	Module		Free	Extra cost 14%	Extra cost 25%	Extra cost 38%
	Parts	Lighting Controller		Free	Extra cost 14%	Extra cost 25%	Extra cost 38%

3.4 TAT(Turn-Around-Time) :

收到退貨後，除非客戶要求進行故障分析，ORing應完成所有RMA並在4週內發送給客戶

Upon the receipt of returned goods, ORing should complete all RMA and send back to the customers

within 4 weeks, unless there is special request for failure analysis.

4. 服務類型 Service Type :

Service type	From the shipping date	Freight Charge	Repair Fee Charge	TAT
DOA	30 days	ORing	Free	14 days
In Warranty	1 month~60 months	1.1 Return by ORing 1.2 Send back by customer	Free	30 days
Out of Warranty	Over 60 months	Customer	Diagnostic charge + Material cost	By case
Refurbish		Customer	Diagnostic charge + Material cost	By case
Rework		By case	By case	By case

4.1 DOA流程 DOA (Defect-on-Arrival) Process

如果設備在初次到達時無法正常運作，客戶應聯繫銷售員，該銷售員將與品質部工程師或FAE 工程師聯繫以確定該設備是否為DOA。如果無法通過遠端解決問題，則依據ORing FAE建議將設備退回。使用ORing DOA流程加快維修速度。ORing將盡最大努力於14天內加快DOA維修或更換。

ORing將支付來回的運費。另外唯有在購買後的30天內可更換產品，並且是直

接從ORing購買的產品，才允許更換產品。返還品不得損壞，更改或標記，包括所有配件不

符合此要求的退貨可能會被拒絕或由ORing RMA部門確定加收額外的費用，恕不接受損壞的物品。

申請有缺陷的產品及換貨服務，客戶需提供簽名的需求確認函並交給ORing。提供更換產品

所需的時間應取決於產品的庫存量。

If a unit fails to function upon initial arrival, the customer is to contact Sales Administrator who will

involve a Quality Engineer or Field Application Engineer to determine if the unit belong to DOA. If the problem cannot be resolved remotely, then the customer can follow ORing FAE's instruction to return the unit for expedited repair using ORing RMA process, ORing will make every effort to expedite the repair or replacement of DOA units within 14 days. ORing will pay round-trip shipping cost. A product replacement may only be issued if it is possible to obtain a replacement unit during the first 30 days of the purchase, and if the product was purchased directly from ORing. The return must not be damaged, altered or marked, and include all parts and accessories as originally shipped, along with proof of purchase. Returns that do not meet this requirement may be denied or subject to an additional restocking charge as determined by the ORing RMA Department. Damaged items are not accepted. To apply the faulty units, swap service, the customer needs to request a confirmation letter

which needs to be signed and returned to ORing. The amount of time required to provide a replacement unit shall be dependent upon product stock level.

4.2 保固內流程 In-Warranty RMA Process

在保修期內，ORing同意維修並提供所有必要的零件和人力，按照ORing產品規格將其維修或更換為保修產品，使其達到其正常運行狀態。維修或更換零件和產品將以交換的方式提供，客戶需支付將有缺陷的產品運回ORing服務站的費用，由ORing承擔返回的另一趟運費。所有來自客戶的退貨必須獲得ORing RMA（退貨授權碼）；退貨授權號在30天後即失效，退貨授權碼需在原始運輸包裝外清楚標示。ORing將不承擔任何因客戶未提供清楚的RMA退貨授權碼而導致維修時間延遲的責任。如需加快運輸時間，則需支付額外的服務費用，並由客戶支付此筆運費。

During the warranty period, ORing agrees to service and provide all parts and labor necessity to repair or replace the warranted product to its proper operating condition consistent with ORing product specifications. Repair or replacement parts and products will be furnished on an exchange basis and will be either new or reconditioned. Customers will pay the cost of shipping the defective product back to ORing Service Site, ORing will be accountable for the cost associated of return shipments. All returns from customers must be authorized with an ORing RMA (Return Material Authorization) number. The Return Material Authorization number is void after 30 days, and must be clearly marked on the exterior of the original shipping container or equivalent. ORing will not be responsible for delays in the repair time if the material is not returned with a clearly visible, valid RMA number. In case of expedited shipping request, an extra service charge shall be assessed and the customer is responsible for this extra return shipping charge.

4.2.1 客戶需將問題優先反應給ORing FAE, FAE將提供遠端諮詢排除軟體或操作上的問題，若經ORing FAE判定為硬體故障即將此案件轉交給銷售員並獲得RMA編號。

Customers should report any issue to ORing FAE for preliminary analysis; the FAE will clarify if product having software or operational problems remotely. If there is confirmed hardware failure, the case will then be referred to a sales manager in order to obtain the RMA number

4.2.2 客戶應從ORing 銷售員獲得RMA編號後，將故障產品退回ORing授權服務中心。

The customer should return the faulty product to the ORing authorized service center after obtaining the RMA number from the ORing sales administrator.

4.2.3 客戶在申請RMA服務時，需要告知銷售員與產品失效有關的所有資訊，其中包括故障說明/螢幕顯示訊息/圖片；這些訊息將有助於ORing團隊釐清問題。

When applying for RMA service, the customer needs to inform the sales manager of all the

information related to the problem; the information will help understand the problem, including fault descriptions, screen messages and pictures.

4.2.4 客戶可以將有缺陷的產品連同配件和主機一起退回(如CPU和DIMM)。如果包含主機，則應在退貨表格上清楚註明。ORing對不在退貨表格上的物件不承擔任何責任。

Customers can send back the faulty product with or without the accessories and key parts such as the CPU and DIMM. If the key parts are included, they should be noted clearly on the return form. ORing takes no responsibility for the parts which are not listed on the return form.

4.2.5 客戶有責任確保保修產品包裝完整並堅固耐撞，以確保運送時未造成產品損壞；運輸過程造成損壞並不在ORing保修範圍內。

Customers hold the responsibility to ensure that the packaging of defective products is durable enough to be resistant against further damage due to the transportation; damage caused by transportation is treated as "Out of Warranty" under our Warranty specification.

4.2.6 ORing退回RMA產品至客戶註冊的交貨地址以外的任何地方將產生額外的運送費用，客戶有責任為此運送支付額外的運送費用、關稅和稅款。

RMA product returned by ORing to any location other than the customer registered delivery address will incur an extra shipping charge, the customer is responsible for paying the extra shipping charges, duties, and taxes of this shipment.

4.3 保固外流程 Out-of-Warranty RMA Process

在提供RMA編號之前，所有不在保修範圍內的設備都必須具有採購訂單以支付維修費用。在向PO收取任何費用之前，客戶應獲得維修報價。

Before an RMA number is provided; all out of warranty units must have a Purchase Order to cover a repair cost. Customers shall receive a quote for repairs before anything is charged to the PO.

在以下情況下，該產品將被視為超出保修範圍：

The product will be processed as out-of-warranty if:

A. 在保修期過後發現產品有缺陷.

The product has been found to be defective after expiration of the warranty period.

B. 由用戶造成的人為損壞.

Physical damage of the product that is caused by the human behavior.

C. 不當維護或修改造成功能異常

Improper or inadequate maintenance or modification.

D. 配件, 零件若遺失, 不在保固服務內做更換或是替補

Missing accessories or components are not included in the warranty replacement.

E. 序列號標籤缺失或損壞

Product that is without serial number or invalid serial number is not within warranty service.

F. 產品內有異物

Foreign objects inside the product.

G. ORing未提供或支持的軟件，介面，零件或耗材

Software, media, parts, or supplies not provided or supported by ORing.

H. 不當使用產品, 使用環境並未按照產品規格做操作而導致的產品損害

Any damaged caused by inadequate application to the product or operation that is not specify in

product specification.

如果產品已通過ORing進行維修，並且在初次維修後的三個月或90天內，針對同一問題需要對該產品進行進一步維修，則ORing將免費進行維修，但是免費維修不適用於受到誤用，濫用和未經授權的維修產品或需要針對其他問題進行維修的產品。即使ORing會盡一切可能在保修範圍外進行維修，但由於維修服務可能由於技術或物件供應而受到限制。

If a product has been repaired by ORing, and within three months or 90 days after the initial repair, the product requires further

repair for the same problem, ORing will repair the failure free of charge. However, such free repair does not apply to a product which has been subjected to misuse, abuse and unauthorized repair or a product that required repair for a different problem. While ORing will do everything possible to repair out of warranty units, the repair service may be limited due to technical limitations and/or availability of spare parts

4.3.1產品保固外費用 Product out-of-warranty charge fee.

產品保固外服務費用清單 **Product out-of-warranty service charge list**

Products Series	Type	Product	Model	Diagnostic Cost (USD)	Repair fee. (USD)	Freight charge
Industrial Ethernet Switch	System	Industrial Ethernet Switch	RES/RGS/RGPS/ TGPS/TRGPS/TES/TGS/T GXS/TSPL/TGXPS/TPS/T XPS/TINJ/TSPL IGPS/IGS/IES/IBS/IPS DES/DGS/	50	Additional (Technician cost + Material cost + re-test cost)	Custome r
	Card	Card type Ethernet Switch	IGCS/IGPCS/ICS	50		
CompactPCI Ethernet Switch	Card	CompactPCI Ethernet Switch	CPS/CPGS	50		
Desktop-Type Ethernet Switch	System	Desktop-Type Ethernet Switch	DES/DGS	50		
Industrial Media Converter	System	Industrial Serial Products	IGMC/IMC/ITGMC/IGP MC/IPMC	50		
	Card		RGMC/RMC/RPM	30		
Industrial Serial Products	System	Industrial Series Products	RDS IDS/ISC	50		
Industrial Wireless Access Point	System	Industrial Wireless Access Point	IAP/IGAP TGAP	50		
Industrial VPN Router	System	Router	IGR/IAR/IGAR TAR/TGAR	50		
Industrial M2M Gateway	System	Industrial M2M Gateway	IGMG/IMG	50		
Industrial Solution-Modbus Gateway	System	Industrial Solution-Modbus Gateway	IDS RDS	50		
Management Software & Accessories	Parts	Accessories	Fiber Optical / RF Adapter / Antenna / Power Supply / Cables / Connector / Back Unit	By supplier		
	Software	Software	Open-Vision			
Industrial IoT	System	Gateway	IMG/ORIO			
	Module					
	Parts	Lighting Controller				

5. 產品維修 Product Repairing

5.1 ORing將依照產品原本的有限保修範圍內之有缺陷產品進行維修;如果確實有缺陷,則將在保修期內進行維修,除非已指定其他保修條款。

ORing will repair defective products covered under this limited warranty that are returned to ORing; if products do prove to be defective, they will be repaired during their warranty period unless other

warranty terms have been specified.

5.2 ORing 擁有替換下的不良零件所有權。

ORing has the authentication to remove all parts that is defected in the repaired product.

5.3 ORing 使用多家製造商製造的新零件和重建的零件來進行有限保修,維修和製造替換產品。

ORing uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products.

5.4 維修後的產品僅在原始保修期內有效。維修後,保修期將不予延長。

The repaired products will be warranted subjected to the original warranty coverage and period only. The warranty will not be extended after repaired.

5.5 ORing將在維修和退回有缺陷的產品時向客戶發布RMA報告,其中包括維修詳細資訊。

ORing will issue RMA Report which included Repair Detailed Information to the customer when the

defective products were repaired and returned.

5.6 產品的PCB燒毀將不予以維修,如果客戶堅持維修,此產品將中斷保固

The product's PCB will not be repaired if it is burned. If the customer insists on repairing the PCB, its product warranty will be terminated.

5.7 除上述內容外,ORing還可授權獨立/第三方供應商維修有缺陷的產品以進行。

In addition to the above, ORing may authorize Independent/Third-party suppliers to repair the

defective products for ORing.

6. 產品終止支援 Product End of Support

任何停產的產品將被宣佈為停產（EOL）,並在停產前至少六個月在價格表中標示。在最後購買日,已停產的產品將從價格表中刪除,除非特別要求,否則將不再可購買。但是,產品支援將持續到EOS（支持終止）之日,即EOL產品的最後發貨日加上產品保修期。因此,將對最後購買的停產產品提供產品支援和保修,直到其保修期到期為止,即該產品的EOS日。在EOS日之前,ORing將繼續調查,排除故障並確認問題,以嘗試為這些產品提供解決方案；當到達EOS日時,ORing只會提供有限的基本支援。ORing保留對任何EOS產品的任何請求支援/收取服務費的權利。此外,根據本政策,ORing保留自行決定減少有償續簽EOL產品的服務的權利,恕不另行通知。

Any product being discontinued of supply will be announced as EOL (End of Life) and identified on the price list for at least six months prior to its discontinuation. At the last time buy day, discontinued products will be removed from the price list and are no longer available for purchase unless specially requested. Product Support, however, will last until the day of EOS (End of Support) which is the last Shipment Day of EOL product plus the product Warranty Period. So, the product support and

warranty for the Last time-buy discontinued product will be granted until its warranty period is expired, that's, reaching the EOS Day of the product. Before its EOS Day, ORing will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds for these products; when it reaches its EOS Day, ORing will only provide limited support on a commercial effort basis. ORing reserves the right to charge for any requested support/service of any EOS product. In addition, ORing reserves the right to reduce service available for renewal EOL product under this policy at any time in its sole discretion, with or without notice.

7. 聯繫窗口資訊 Contact Information

聯絡窗口 Contact windows as followed

Location	Name	Telephone	Email	Shipping address