

Lamphouse Replacement Kit

Parts Return Program

As part of the Lamphouse Replacement Kit ordering processing, EIS has created a special parts return program. Please take a few moments to review the Lamphouse Replacement Kit Parts Return Program prior to placing your order.

Items to be returned to EIS after the Lamphouse Replacement Kit has been installed are:

- Old lamphouse, cover, and diffuser
- RGB Lamp Controller board (RGB board), PN# 43672535.

The RGB Board:

Return the RGB board only if you ordered a new RGB board with the Lamphouse Replacement Kit. Return the old RGB board to EIS within 30 days of receipt for a full credit on the price of the new RGB board. A new RGB board is \$1,500.00. Should you fail to return the old RGB board within 30 days, you will be liable for the full amount of the new RGB board.

To Return the RGB Board:

1. Obtain a Returned Merchandise Authorization (RMA) for the old RGB board.

The RMA number for the old board will be issued when you place your order for the Lamphouse Replacement Kit and the new RGB board.

2. Package the RGB board in anti-static materials.

Warning: Credit will be issued for functioning RGB boards only. If the RGB board is received damaged, no credit will be issued.

3. Write the RMA on the outside of the box and return to EIS within 30 days of the ship date.
4. Once the RGB board has received and tested, EIS will issue a credit memo.

The Lamphouse

All old lamphouse assemblies will be used for future research by EIS and must be returned to EIS with 30 days of the receipt of the Lamphouse Replacement Kit.

To Return the Lamphouse:

1. Record the serial number of the old lamphouse for your records.
2. Obtain an RMA for the lamphouse.

The RMA for the old lamphouse will be issued when you place your order for the Lamphouse Replacement Kit. You will be asked to provide the serial number of the old lamphouse as part of the RMA process.

3. Put the old lamphouse cover back on the old lamphouse backwards and upside-down. This will help protect the lighthouse when the old lamphouse is returned. Figure 1 and Figure 2.

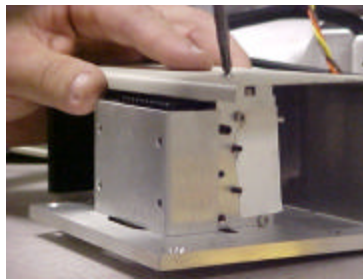


Figure 1. Attach the old lamphouse cover to the old lamphouse.

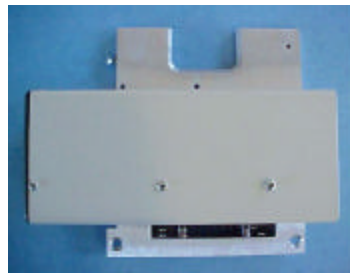


Figure 2. Old lamphouse cover on old lamphouse. Ready to ship.

4. Package the old lamphouse to be returned.
5. Write the RMA on the box and ship back to EIS within 30 day of receipt of the Lamphouse Replacement Kit.

Return Address:

Ship parts to Express Imaging Systems, LLC. Obtain an RMA prior to shipping parts.

Express Imaging Systems, LLC
Attn: Returns
624 Rainier Ave South
Seattle, WA 98144

If you have any questions about the Lamphouse Replacement Kit Parts Return Program, or you need to check on the status of an RMA, please call Cathleen Shattuck at 206-720-1798 ext 108.