



## Arcade board repair prices and warranty information.

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Bench setup for all boards is £20 per PCB set. If you send me two or more of an identical boardset, you only pay one Bench setup for those.

Multi PCBs are charged per PCB that has a fault, so if only one PCB of a set of two is faulty, then only that one labour charge is made. Scaling charges for warranty on labour during the first three months after a repair to a PCB. However, no warranty is made on any PCBs in a set that were not repaired at the time, so if a separate one fails during the warranty period, a 100% labour charge will be made to that PCB.

Labour rates are as follows:

- Single PCB vector boards - £120
- Tempest and Battlezone - £120 AVG, £100 AUX
- Star Wars - £120 CPU, £120 AVG, £80 SOUND
  
- Single AC supply PCB raster boards - £120. Boards like Galaxian, Ms. PacMan, Frogger etc. that have a small daughterboard, this is included.
- Where a PCB that is usually single is split in two for space saving, cost is £80 for single PCB fault and £120 if both need work.
  
- Dual PCB Raster boards - Out Run, Pole Position and Atari System 2 - £120.00 Video, £120 CPU
- Konami 18 pin such as Frogger, Stern Scramble etc - £120.00 CPU, £100.00 Sound
- Space Invaders L and similar like Sega VIC - £120 CPU, £100 Sound
- Sega System 16A - £120 each PCB
- Sega System 16B - £150 Main, £60 ROM
- Sega Pre-System 16 - £150 Main, £60 ROM
  
- Three Layer Space Invaders - £80 CPU, £80 ROM/AUX, £80 Sound PCB.
  
- Multi PCB raster boards such as Hang On, Enduro Racer and Space Harrier - £140 Video, £140 CPU, £100 Sound, £60 ROM

Those prices are plus parts at cost and return shipping. If any PCB can be fixed within 15 mins by replacing socketed ICs only, then the labour charge on that PCB will be reduced to a flat rate of £30.00, however no warranty is given on that PCB. Also, some PCBs may be working, but need a service like new caps etc. Those PCBs will also be charged at a fixed fee of £30.00, but no warranty is given for any other failure. Any ICs that require programming are £2.00 per IC in addition to the parts cost.

### PAYMENT

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No payment for repairs is required in advance. You will be invoiced once complete, and payment is by Bank Transfer only, or cash on collection, if you are able to do so. Payment is to be made at your earliest possible convenience. If a repair goes 28 days without payment, any warranty is automatically void. If a repair goes 3 months without payment, I reserve the right to sell the boards on to recover my losses. Any shortfall will be invoiced to the customer, any excess made by the sale will be returned to the customer.

## WARRANTY ON REPAIRS

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The board repaired will be warranted against failure of the components that *we have replaced* for a period of 3 months following the date of dispatch to you, except in the following instances:

- 1) Incorrect installation, mainly reversal of connectors
- 2) Power supply overvoltage
- 3) Damage due to static discharge and mis-handling
- 4) Damage due to feedback from a monitor
- 5) Failure to settle the repair invoice within 28 days of completion

Failures due to the above reasons will be charged for at the full rate.

If your board develops a fault during the warranty period, please return it to us for diagnosis in the anti-static packaging in which it was shipped back to you. If the fault is determined to be caused by one of the components we have replaced, then the board will be repaired free of charge, and returned to you at no cost\*. If the fault is not related to the repair we have done, then we have a sliding scale of labour charges as follows:

- First Month – 75% Labour discount, £0.00 Bench Setup
- Second Month – 50% Labour discount, £10.00 Bench Setup
- Third Month – 25% Labour discount, £20.00 Bench Setup

The warranty time starts from the date printed on the service label. In order to qualify for the discount, the board must be returned to us within the specified timeframe for the appropriate discount to be applied. We will allow for reasonable shipping delay. It is NOT sufficient to notify us of a failure, then take months to return the board. Return shipping in this instance is the responsibility of the board owner. Labour discounts do not apply to PCBs fixed at “FastFix” or “Service” discount rates. A repair under warranty does not start a new 3 month warranty period, this runs from the date on the repair label for 3 months then expires.

Please note that due to the lack of availability, original custom ICs are not covered under ANY warranty, and if supplied as part of a repair, are done so on an as-is basis. If the fault is solely caused by a custom IC that we have replaced on the previous repair, a charge will be made for the replacement IC, but not for labour during the warranty period. Our own TTL replacement boards for custom ICs are covered by the 3 month warranty as above.

**Failure to return the board in a suitable anti-static bag with padded protection will void any and all warranties.**

In all instances, shipping to us must be paid for by the board owner. \*For international customers, return shipping is charged for under all circumstances.

***BEFORE INSTALLATION - Please check the voltage level your cabinet and power supply produce, especially the +5v. Set it to as close to +5v without going over as you can before installing the board. If it needs adjustment when the board has been connected, then set it back to just under +5v. If it is set to under 4.8 volts, the board may not boot, or give RAM errors. If it is set to more than 5.2 volts, you risk damaging the PCB, which will NOT be covered under the warranty.***

Thankyou for choosing RetroClinic for your repair.

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