



WARRANTY ON REPAIRS

Thankyou for having your PCB repaired and serviced by RetroClinic. It has passed all our operational tests on the test bench, and should be back to giving you a good service. However, as some of these boards are now pushing 30+ years old, there is always the chance of further component failure.

The board 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

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. 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.

Please note that due to the lack of availability, 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.

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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