



THE FUTURE OF FREIGHT MOVEMENT

APPROVED WARRANTY FLAT RATE LABOR SCHEDULE



Effective 2025



THE FUTURE OF FREIGHT MOVEMENT

WARRANTY / RMA POLICY & PROCEDURE

RoadRelay WARRANTY

Type of Warranty: Full Parts and Labor

Term of Warranty: 2 years from ship date or 6,000 cycles

This warranty shall not apply unless the product is installed, operated and maintained in accordance with Node RoadRelay's specifications as set forth in Node RoadRelay's Installation, Operation and Maintenance manuals. This warranty does not cover normal wear, maintenance or adjustments, damage or malfunction caused by improper handling, installation, abuse, misuse, negligence, or carelessness of operation. In addition, this warranty does not cover equipment that has had unauthorized modifications or alterations made to the product.

Node agrees to replace any components which are found to be defective during the first 2 years of service, and will reimburse for labor based on Node's Approved Warranty Flat Rate Labor Schedule, included on Page 4.

Node's warranty policy does not include the reimbursement for travel time, towing, vehicle rental, service calls, oil, batteries, fabricated parts, or loss of income due to downtime. Use of non-Node parts is not covered.

PURCHASE PART WARRANTY

Type of Warranty: Part replacement only

Term of Warranty: 1 Year from Date of Purchase

Node will guarantee all returned genuine Node replacement parts upon receipt and inspection of parts and original invoice.

Node's warranty terms do NOT apply to "pass-through" products that Node does not manufacture. Examples for such products are solar charging panels, DC/DC based charging solutions, batteries, etc. For warranty terms on these items please refer to the respective manufacturers warranty policy. Please also contact the manufacturer directly for warranty claims and the correct submission process.

Note: All warranty replacement parts will be sent out via ground freight. If a rush shipment is requested, all freight charges will be billed to the requesting party.

RETURN MATERIAL AUTHORIZATION (R.M.A.) POLICY

All components may be subject to return for inspection, prior to the claim being processed. Node products may not be returned without prior written approval from Node's Technical Service Department. Returns must be accompanied by a copy of the Return Material Authorization (R.M.A.) and are subject to a credit deduction to cover handling charges and any necessary reconditioning costs. Unauthorized returns will be refused and will become the responsibility of the returnee.

Any goods being returned to Node RoadRelay must be pre-approved for return, and have the R.M.A. number written on the outside of the package in plain view, and returned freight prepaid. All returns are subject to a 30% handling charge.

Defective parts requested for return must be returned within 30 days of the claim date for consideration to:

Node Systems Inc.
16816 S Broadway, Gardena, CA 90248 Attn: RMA#__

RMA claims can be submitted by emailing info@nodesystemsinc.com. RMA's will ONLY be accepted at the Gardena address noted above. All RoadRelay systems returned are subject to inspection and a 30% restocking fee. Any returned RoadRelay systems or components that have been installed or not returned in new condition will be subject to an additional reworking charge which will be based upon the labor and material cost required to return the RoadRelay system or component to new condition.

CLAIM PROCEDURE

All warranty repairs must be performed by an authorized Node warranty facility. For any repairs that may exceed \$2,000, including parts and labor, Node's Technical Service Department must be notified and an "Authorization Number" obtained.

All claims for warranty must be received within 30 Days of the repair date, and include the following information:

1. RoadRelay Model Number and Serial Number
2. End User of the RoadRelay system
3. Detailed description of the problem
4. Corrective action taken, and date of repair
5. Parts used for repair, including Node part number(s)
6. Node R.M.A. # and/or Authorization # (if applicable)
7. Person contacted at Node (if applicable)
8. Claim must show detailed information i.e. Labor rate and hours of work performed

Warranty claims can be emailed to info@NodeSystemsInc.com.

All claims for warranty will be denied if paperwork has not been received, or claim submitted via Node website for processing by Node's Warranty Department, within 30 days of repair date.

APPROVED WARRANTY FLAT RATE LABOR SCHEDULE

| Category | Item | Time(hr) |
|-------------------|--|----------|
| MECHANICAL | Dock Bumper Pad (ea) | 0.25 |
| | Dock Bumper Spacer (ea) | 0.25 |
| | Liftgate bumper - rubber pad (ea) w/ SST 100206 | 0.25 |
| | Latch | 0.25 |
| | Latch Bracket | 0.50 |
| | Bridge Deck Assembly | 0.75 |
| | Bridge Deck Pivot - Passenger | 0.50 |
| | Bridge Deck Pivot - Driver | 0.25 |
| | Rail Assembly (1 side) | 1.00 |
| | Rail Assembly (Pair) | 1.25 |
| | Rail Assembly 3" bolt | 0.25 |
| | Actuator block - Rotate (ea) | 0.25 |
| | Actuator block - Extend (ea) | 0.25 |
| | Rear Bracket (one side only) | 1.50 |
| | Rear Bracket (Pair) | 2.00 |
| | Main Bracket (one side only) | 1.50 |
| | Main Bracket (Pair) | 2.00 |
| | Liftgate bumper - feet (ea) | 0.50 |
| | Bridge Catch (ea) | 0.50 |
| | Top Clamp (ea) | 0.25 |
| ELECTRICAL | Bronze Bearing | 0.25 |
| | Actuator - Rotate (ea) | 0.25 |
| | Actuator - Extend (ea) | 0.25 |
| | ECU Bracket | 0.75 |
| | ECU | 0.50 |
| | Actuator Harness | 0.50 |
| | Switch Harness | 0.50 |
| | Power Harness | 1.00 |
| | Power Fuse | 0.25 |

6-Steps to Easy Warranty Claims

1 ROAD RELAY IN NEED OF REPAIR

2 DIAGNOSE
Review Approved Warranty Flat Rate Labor Schedule for
Appropriate Labor Hours

**3 CALL FOR APPROVAL ON MAJOR REPAIRS FOR PARTS
AND LABOR GREATER THAN \$2,000**
If Labor Hours Will Be Exceeded, Prior Approval is Required

4 PERFORM NECESSARY REPAIRS

**5 GENERATE INVOICE PER THE NODE
WARRANTY POLICY**

**6 SUBMIT CLAIMS ONLINE TO NODE
WITHIN 30 DAYS**

INFO@NODESYSTEMSINC.COM
PH: 1-909-206-2696 WWW.ROAD-RELAY.COM



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