

Repair Service Instructions:

Package the intercom safely with bubble wrap in a box that is an appropriate size. **We can repair electronics, but we cannot repair broken plastic**

Fill out the Repair Form on the following page and include it **INSIDE** the box. You can also write these details on a piece of paper.

Failure to include a note inside the box will greatly delay the repair

Ship the package to:

Steve's Intercom Shop

373 Lyons Road

Basking Ridge, NJ 07920

Terms and Conditions:

- Typical turnaround is 3-4 weeks from the time of delivery.
- All repairs come with a Free 2-Year Performance Warranty (although you should get another 10-20 years).
- We do NOT need your terminal board. Leave that board inside the wall with the speaker wires connected to it.
- We do NOT require any money upfront. We will contact you once the repair is complete to collect payment.
- If a unit is deemed not repairable or no issues are found it is a flat \$75 checkout fee (this can be applied to the purchase of another unit).

Other notes:

- We can add an external AUX jack at the time of repair. This will allow you to plug music into your intercom to be heard throughout the system. Compatible devices: iPhone, iPad, iPod, Android, Portable CD player, Satellite radio, or any other device that has a headphone jack.
- We can also include a Bluetooth adapter with the AUX jack however this is battery powered or needs to be plugged into a nearby outlet.
- We can change out your discolored faceplate at the time of repair (subject to availability).

Repair Form

Name: _____

Phone number: _____

Email address: _____

Preferred contact method: Email Call Text

Would you like us to install an AUX jack to connect a smartphone? Yes or No + \$50

Would you like an external Bluetooth adapter (AUX jack required)? Yes or No + \$35

Return shipping address:

SIS# _____

(office use only)

Description of problem:

Additional notes or parts needed:

