



Letter of Warranty Clarification

Dear valued Intellian dealer,

Thanks to you, Intellian has experienced an incredible growth during the past few years and we would like to thank you for your support. As part of our commitment to our partnership with you, we have extended our support capabilities; one of the key improvements that we have made is the introduction of a dedicated support desk to improve our response to your support requirements. You will shortly receive information regarding some of our other improvements that are currently underway.

In order to improve our support towards you and the end user and make sure you experience the support you expect and deserve, we need to implement standardised global processes to our global dealer network.

Please see below for clarification of changes that may affect your region. Please note that you may already be operating inline with some of the points mentioned below.

Spare parts dealer holding and ordering:

It is expected that all authorized dealers should hold a minimum of one set of level 1 spares for each series of antenna they sell.

A purchase order (PO) is required for any replacement parts to be shipped for service interventions. The Dealer is responsible for returning the defective part(s).

Once the defective parts have been returned to Intellian, a credit note will be issued for the return of the parts based on either the value of the most recent purchase of the part by the dealer or the current list price of the part (less current dealer discount).

Failure to return the parts within 30 days without prior approval will result in full payment of the resulting invoice becoming due.

Parts will be shipped to the dealer or vessel (agent) at the dealers expense as per normal sales procedure.

Dealers should invoice Intellian for reimbursement of freight expenses incurred in the return of parts – these claims should be referenced to the appropriate CASE number.

Expedited delivery costs will not be credited unless by prior agreement.

Any unused spare parts returned by the dealer or vessel shall be at their expense.



Return of parts / warranty labour claim requests:

All support requests are tracked by Intellian via a Case number. This number is the single reference that is used for information, returns or labour claims.

For any potential warranty or support request, Intellian needs to be provided with the following information:

- System type
- Installation date
- S/N of the system
- Vessel name
- Fault description
(Including photo's, screenshots, debug files and/or LOG files etc.)

Intellian support desk will create and reply with a CASE number for all customer support requests.

Please note you can also request a case number via our website support portal.

This CASE number should be included in the Subject, in any further communication, related to the same issue.

Returning parts:

If a part needs to be returned to an Intellian office, the CASE number needs to be clearly visible on the outside of the package.

Intellian reserves the right to refuse a shipment that does not have a clear CASE number on the outside of the package.

Labour reimbursement claims:

To claim labour reimbursement inline with our warranty policy the dealer must submit an invoice referencing the Case number.

The claim must be supported by a detailed service report detailing work conducted.

Where applicable an installation report may be requested to validate warranty.



When active:

The new policy will be active immediately.

Should you have any questions please contact your local Intellian support team.

Kind regards,

Charlie Snooke
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APAC

Headquarters/Innovation Center

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