

AIPHONE

Pricing Policy & Procedures

Effective **APRIL 1, 2024**

LIMITED WARRANTY

Aiphone warrants its products to be free from defects of materials and workmanship under normal use and service for a period of two years* after delivery to the ultimate user at no charge or replace at no charge, should it become defective upon which examination shall disclose to be defective and under warranty. Aiphone reserves unto itself the sole right of decision whether there is a defect in materials and/or workmanship; and whether the product is within the warranty. This warranty shall not apply to any Aiphone product which has been damaged by misuse, neglect, accident, power surge, or to use in violation of instructions furnished, nor extended to units which have been repaired or altered outside of the factory. This warranty does not cover batteries or damage caused by batteries used in connection with the unit. This warranty covers bench repairs only, and any repairs must be made at the shop or place designated in the operation manual. This warranty is limited to the standard specifications listed in the operation manual. This warranty does not cover any function that is added by users or suppliers when used in connection with party products. Please note that any damage or other issues caused by a failure to use the unit in connection with Aiphone products are also not covered by this warranty. Aiphone is not responsible for any costs incurred involving on-site service calls. Aiphone will not provide compensation for any loss or damage incurred by the breakdown or malfunction of its products for any consequent inconvenience or losses that may result.

Aiphone Wire Warranty

Aiphone's limited warranty is extended by one year when product is installed using Aiphone wire. This is applicable to systems where Aiphone wire is available, and does not include products that use CAT-5E or CAT-6 wire.

Repair Warranty

At our discretion, Aiphone will repair free of charge or replace at no charge Aiphone product that, upon examination by an Aiphone Repair Technician, is proven to be defective and under warranty. Aiphone reserves the right to make the final decision as to whether there is a defect in materials and/or workmanship, and whether or not the product is within the warranty. under

This warranty shall not apply to any failure caused by improper installation or use in violation of the instructions, abuse, negligence, electrical surge including damage from lightning, physical damage, or damage caused from batteries. water or any other physical damage, or damage caused from batteries.

This warranty covers bench repairs by the Aiphone Repair Department only, and does not extend to units that have been repaired or altered outside of the factory. Aiphone is not responsible for any costs incurred involving on-site service calls.

For more information, please e-mail Customer Service (cs@aiphone.com) or refer to the following web page:

<https://www.aiphone.com/home/support/warranty-repair-return>

HOW TO PLACE AN ORDER

E-mail Purchase Order to cs@aiphone.com

Phone toll free (800) 692-0200, 6:00 AM to 3:30 PM, Pacific Time

- **Minimum product order requirement: \$100.00 (Distributors Only). A \$20.00 Handling Fee will be added to orders under the minimum.**
- **A flat fee of \$40.00 will be added to drop-shipped orders (Distributors Only).**

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Aiphone's goal is to ship in-stock product within 2 business days via Ground * and within 1 business day via Air *. Same day shipment not guaranteed. Confirmations do not

Report any discrepancy between packing list and items received to cs@aiphone.com within 7 business days.

*** Provided product is in stock at the time of order.**

PURCHASE ORDER REQUIREMENTS

Aiphone reserves the right to deny/delay any purchase order that does not contain the following:

- **Company Name**
- **Contact Name**
- **Contact Phone Number and Email Address**
- **Valid Aiphone Model Numbers**
- **Quantities of Items Requested**
- **Shipping Method Requested**
- **Pricing of Items Requested**

If a purchase order does not meet these requirements, Aiphone's Customer Service Department will contact the Buyer to request a revised PO. Aiphone is not liable or responsible for missing or incorrect information. Aiphone reserves the right to request a revised submission of any purchase order that does not include all of the above requirements, or where the PO have changed since the original submission.

PO Pricing accuracy: If pricing is off by more than 2%, Aiphone requires a revised PO with the correct pricing. Otherwise a note will be added to the order to "Please note correct pricing." Additions to an existing PO that is on backorder can be added within 10 business days from date of order. Otherwise, please issue a new PO.

Product Availability

Aiphone anticipates sales volume to maintain a complete inventory of our entire product line for our customers. However, due to excessive sales activity or supply limitations, there may be times when certain items may be out of stock and in a backorder status. Aiphone cannot guarantee availability of all products at all times, and cannot be held liable if such an event occurs. In the event of a backorder, Aiphone will inform the Buyer of the backorder status. Freight method can be changed before the product has shipped at the request of and paid for by the customer.

AIPHONE SPARE PARTS

AIPHONE SPARE PARTS MAY NOT BE APPLICABLE TO YOUR DATABASE: Aiphone has not included most Spare Parts in previous versions of the Price List. They are specific to certain models or Repair Services or may have been purchased directly to support onsite repair needs. With over 500 parts for service, as many are being discontinued, it is likely that your complete list of spare parts listed or may only have select parts listed. Aiphone Spare Parts always start with the number 2 (two) for the item # and are a minimum of 6 digits long.

Effective January 1, 2024, Aiphone is removing minimum purchasing requirements on all Spare Parts. A comprehensive list of Spare Parts is available upon request. These Spare Parts are for sale for any discount and may not be returned for credit. Some parts require a high degree of expertise to replace. Aiphone does not provide instructions for repair service, and cannot provide a Spare Part for sale for any on-site repair needs that exceeds an individual's ability to complete such services. Please refer to Aiphone Repair services on our website at <https://www.aiphone.com/repairorderrequest> to request an Aiphone evaluation of your repair needs.

Aiphone Spare Parts are available only to service Aiphone products, and are not available for sale if used outside of Aiphone products.

CONDITIONS OF SALE

All sales are made in US dollars on a wholesale basis with applicable State Tax Exempt Certificates required.

Terms:

Account level payment terms are specific to your company, from the date of invoice. A reminder that all discrepancies must be brought to the attention of Aiphone within 7 business days of receipt. Aiphone reserves the right to withhold shipments until past due balances are paid. Payment terms may be changed by Aiphone Corporation at any time without notice but will be posted on the invoice. If you want to review your payment terms, please contact Aiphone Credit at Credit@Aiphone.com

Freight Terms:

- Orders totaling \$5,000* or more qualify for prepaid ground freight within the United States and Puerto Rico. Value includes product and wire total and is determined after discount. Exclusions apply: TW- and TWS-series towers do not qualify for prepaid freight, with freight carrier and payment being the responsibility of the purchaser.
- FOB Redmond, WA, Tukwila, WA, or Spartanburg, SC, freight prepaid with the amount added to the invoice, and payable to Aiphone for all orders.
- Aiphone's carrier of choice is UPS unless, at our discretion, a lower cost method is available. We will ship freight collect via other carriers if we will ship freight collect via other carriers which may delay your shipment and/or incur additional shipping and handling charges.
- Specific freight carriers require a third party account number for processing. Aiphone requires your account number to process specific carrier requests. If a freight account number is not provided with the order, or if charges are denied to the account number due to any circumstance, Aiphone will ship via the lowest cost method available and add the charge to the invoice.
- Returned or refused shipments - initial freight charges billed are due and payable to Aiphone.
- Aiphone will include any additional handling fee charges on your invoice. Freight charges may include but are not limited to fuel surcharges and handling fees assessed by carrier.

Discrepancies:

Customers should inspect each order delivery at the time of receipt. Any discrepancy between packing list and items received must be reported within 7 business days of receipt to cs@aiphone.com.

RETURN AUTHORIZATION

Eligible current Aiphone products may be returned for credit with prior approval. To qualify for credit, equipment must be in brand new, uninstalled and unused condition, undamaged* cartons, with all accessories included and unopened. All returned product will be carefully inspected, and when they do not meet our criteria to accept for credit, the product will be returned to the customer at their expense. Additionally, the product must be returned within one (1) month of receiving the Return Authorization (RA) number. Any item(s) not included with the returned shipment will be deleted from the RA. The original Purchase Order number is required when requesting a return, and must be within 90 days of receipt (other than quarterly stock adjustment).

Allowable reasons for return:

- 1) Customer canceled order
- 2) Ordered wrong model
- 3) Ordered wrong quantity
- 4) Quarterly stock adjustment*

*Quarterly stock adjustments are to replace slow-moving inventory with other products that are more in demand.

Requirements: 1) Original PO number; 2) Items purchased beyond 3 months but within 12 months.

Please note, items purchased within the past 3 months do not qualify for quarterly stock adjustment.

Please fill out Return Authorization Request form to initiate return:

aiphone.com/RARquest

* Product cartons may not have additional stickers, writing or damage on them.

Accepted returns will be assessed the following restocking fees:

0% -- With equal or greater value replacement order, or as a quarterly stock adjustment

10% -- With no replacement order

Unauthorized returns or returned items that do not meet the above criteria will not be accepted.

Return Exclusions - All sales are final for the following Aiphone products, and do not qualify for return:

Aiphone Wire

Discontinued items

Custom Order Products (COP) or products modified by Aiphone or by the customer.

TW- and TWS-Series tower products

Open package software (NI-SOFT and AC-NIO Series)

Spare Parts

Products purchased from B-Stock

IXG app payments through third party billing system are non refundable

Repacking Charges

Any returned product requiring repackaging or adding missing accessories will be assessed a repack fee. This fee ranges between \$10 - \$50 per unit depending on the item and the amount of repackaging required.

Requesting a Return

Complete the RA Request form at aiphone.com/RARequest or contact Customer Service at cs@aiphone.com. Please allow up to two business days to receive your RA number. Product will be shipped prepaid to Aiphone with the RA number visible on the shipping box and received within one month of the RA being issued. Final credit will be subject to careful examination of the returned product. Please allow up to 10 business days to receive your credit from the date product arrives at Aiphone. Credits are valid only after issuance of an Aiphone credit memo.

REPAIRS

1) Before sending a product in for repair, contact Technical Support for troubleshooting assistance, Monday – Friday, 6:00 AM to 3:30 Pacific time. Most issues are installation-related and may be easily resolved over the phone.

a. If Technical Support recommends that your unit be sent to us for evaluation, you will be issued a Support Ticket number and sent a Repair Order Request Form.

2) If you are unable to contact Technical Support, please contact Customer Service to obtain a Repair Order Request form, or go to the Customer Service section of our web site under "Returns" to download the form at aiphone.com/RepairOrderRequest

3) Email the completed form to cs@aiphone.com. You will receive your Repair Order (RO) number within two business days.

4) Include Aiphone's RO number in the address section. Include a copy of the RO form and the invoice or proof of installation date to verify warranty. Securely package and ship freight prepaid.

5) For repairs on products that are out of warranty, payment method may be requested prior to issuance of an RO number.

Aiphone may repair or replace your product according to our warranty guidelines. Units that are out of warranty or damaged due to warranty exclusions will be assessed replacement charges. Units that test as fully functional do not qualify for replacement, and are subject to testing fees if out of warranty.

CUSTOMER SERVICE

For self-serve information on pricing, availability, order status, tracking, or account status, go to our Customer Service Web Portal at <https://b2b@aiphone.com>. Setup with user information is performed by Aiphone Corporation, and can be used 24/7 once you have received your login credentials.

Call Aiphone's Customer Service at (800) 692-0200, 6:00 AM to 3:30 PM, Pacific Time, or email your request to cs@aiphone.com. Our Customer Service representatives are available to answer your questions regarding your account, current or previously placed orders, order status, backorder information, stock levels, warranty, pricing, returns, and repair status.

For your protection, Aiphone requires your account number to place an order or to receive account, pricing, or any order status information. Please have it ready when you call.

TECHNICAL ASSISTANCE

Technical assistance is also available toll free at (800) 692-0200 or at (425) 455-0510, 6:00 AM to 3:30 PM, Pacific Time. Customers are encouraged to call first. If needed, email your request to tech@aiphone.com, 24 hours a day. You will receive a response within one working day.

SYSTEM SPECIFICATION

Customers requiring an Aiphone system specification should call or email their local Sales Representative with their system requirements. Your Sales Rep will return recommendations for a system based on the information provided. Final design, quantities, features, and functions of the system is the sole responsibility of the person receiving the information. Customers can also use the QuikSpec program to an Aiphone system.

<https://www.aiphone.com/sales/regional-sales>

<https://www.aiphone.com/home/support/quikspec-plus>



6670 185th Ave NE, Redmond, WA 98052 | Phone: 800-692-0200 |
 Website: www.aiphone.com | Customer Web Portal: https://b2b.aiphone.com

NEW & DISCONTINUED PRODUCTS (NOTIFICATION)

EFFECTIVE APRIL 1, 2024

All Prices in U.S. Dollars

NEW PRODUCTS AVAILABLE APRIL 1, 2024

Stock #	Model	Description	New Product Notes
37162	IXG-APP	Individual IXG App Licenses per Building	To replace package sets IXGW-GW-XXX (Purchase IXGW-GW or IXGW-TGW plus IXG-APP qty needed.)
37149	IX-DVF-10KP	IX-DVF with Access Control Reader/Keypad	IX-DVF with Access Control Reader/Keypad (Requires Access Control System)
19512	SSB-3	SSB-3 CEILING MOUNTING SUPPORT	To replace SSB-2 once stock is depleted
17214	IXG-DM7-HIDA	IP Video Entrance Panel for IXG	To replace IXG-DM7-HID once stock is depleted

NEW PRODUCTS AVAILABILITY - ANTICIPATED IN MAY 2024

37218	IXGW-TGW	IXG Gateway Adaptor with Sim Card	To replace IXGW-GW once stock is depleted
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DISCONTINUED PRODUCTS

DISCONTINUATION DATE: Mar 31, 2024 (OR WHEN STOCK DEPLETES)

*Products may still be available after March 31, 2024. Any discontinued item(s) sold after this date are not eligible for stock rotation

Stock #	Model	Description	Replacement Notes
19508	SSB-2	SSB-2 CEILING MOUNTING SUPPORT	Replacement model SSB-3
37611	TW-ARM-CB	TW-ARM-CB TOWER CCTV ARM,BLU	INCLUDED WITH TW-TA-ARM, TW-TE-ARM
37301	TW-20B/A	TW-20B/A 2-MODULE TOWER,BLU	TW-SA or TW-SE
37331	TW-23B/A	TW-23B/A 3-MODULE TOWER,BLU	TW-TA or TW-TE
37501	TW-LCB	TW-LCB TOP W/LIGHT & CAGE -BLU	INCLUDED WITH TW-SA/SE, TW-TA/TE, TW-TA/TE-ARM
37404	TW-ASW	TW-ASW TOWER ASSIST LABEL -WHT	INCLUDED WITH TW-SA, TW-TA, TW-TA-ARM
37454	TW-EMW	TW-EMW TOWER EMERG. LABEL -WHT	INCLUDED WITH TW-SE, TW-TE, TW-TE-ARM
39619	COP-IXG-APP	COP-IXG-APP IND APP LICENSE	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building

DISCONTINUED PRODUCTS

DISCONTINUATION DATE: May 31, 2024 (OR WHEN STOCK DEPLETES)

Products may still be available after May 31, 2024. Any discontinued item(s) sold after this date are not eligible for return

17211	IXG-DM7-HID	IXG-DM7-HID IP ENTR STN W/RDR	REPLACEMENT - IXG-DM7-HIDA
17220	IXGW-GW	IXGW-GW IXG GATEWAY ADAPTOR	REPLACEMENT - IXGW-TGW
37164	IXGW-GW-10	IXGW-GW-10 W/10 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37165	IXGW-GW-25	IXGW-GW-25 W/25 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37166	IXGW-GW-50	IXGW-GW-50 W/50 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37167	IXGW-GW-75	IXGW-GW-75 W/75 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37168	IXGW-GW-100	IXGW-GW-100 W/100 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37170	IXGW-GW-150	IXGW-GW-150 W/150 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37172	IXGW-GW-200	IXGW-GW-200 W/200 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37174	IXGW-GW-250	IXGW-GW-250 W/250 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37176	IXGW-GW-300	IXGW-GW-300 W/300 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37178	IXGW-GW-350	IXGW-GW-350 W/350 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37180	IXGW-GW-400	IXGW-GW-400 W/400 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37182	IXGW-GW-450	IXGW-GW-450 W/450 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building
37184	IXGW-GW-500	IXGW-GW-500 W/500 LIFETIME LIC	IXGW-GW or IXGW-TGW Plus IXG-APP - Individual IXG App Licenses per Tenant per Building



6670 185th Ave NE, Redmond, WA 98052 | Phone: 800-692-0200 |
 Website: www.aiphone.com | Customer Web Portal: <https://b2b.aiphone.com>

COP (CUSTOM ORDER PRODUCT) EFFECTIVE APRIL 1, 2024

Supersedes and Replaces All Previous COP Price Lists

COP items not listed in the Price List must be quoted directly by Aiphone. Minimum Order Quantity may apply
 COP Price quotes are valid for 90 days from date of issuance, and after that time must be requested for requote
 COP Items may or may not qualify for contract level discounts, depending on the item
 Delivery time varies widely by product; please inquire with Customer Service for delivery estimate

COP orders cannot be cancelled once placed
 COP items are not eligible for return
 No exceptions to COP policies will be made

Stock #	Model	Description	NEW US MSRP	CoO	HTS US	ECCN Code	UPC Code	Weight	Width	Length	Height	Case Lot Size
39919-2	COP-GT-OP4	COP-GT-OP4 POSTAL LCK,4 MOD SZ	\$418.00	USA	8517690000	EAR99		1	0	0	0	1
39999-58	COP-GT1AO	COP-GT1AO AUDIO TENANT STATION	\$178.00	VNM	8517690000	EAR99		1	6	7.5	2	20
39621	COP-IX-DVF-NR	COP-IX-DVF-NR W/ READER SPACE	\$1,860.00	THA	8517690000	EAR99	788255396216	6	8.5	13.5	3.75	1
39920-1	COP-LB-IXDVFP-F	COP-LB-IXDVFP-F LOCK BOX FLUSH	\$646.00	USA	8517690000	EAR99	788255399017	1	0	0	0	1
39918-15	COP-LESS-RB	COP-LESS-RB W/RUBBER BTN CAP	\$406.00	USA	8517690000	EAR99		1	0	0	0	1
39629	COP-SBX-IX-KEAP	COP-SBX-IX-KEAP W/BTN,GRILLE	\$900.00	USA	8517690000	EAR99	788255396290	0	0	0	0	1
39628	COP-SBX-LIXDVF	COP-SBX-LIXDVF LOCK BOX	\$750.00	USA	8517690000	EAR99	788255396283	0	0	0	0	1
39919-14	COP-SBX-LIXDVFP	COP-SBX-LIXDVFP LOCK BOX, IX2	\$740.00	USA	8517690000	EAR99		1	0	0	0	1
COP-8718021HC	COP-8718021HC	871802 WIRE, 100' REEL IN BOX	\$70.00	USA	8544491000	EAR99		3	6	6	6	1

Aiphone offers a range of COP items (Custom Order Products) to meet various unique needs for our products. If you have a need for a product other than what is currently listed in our Price List or Catalog, please contact your regional sales contact or sales@aiphone.com