



**IMPORTANT  
WARRANTY  
INFORMATION**

**CUSTOMER should retain this copy for their records as it describes the warranty procedures and payment schedule offered by Commercial Display Systems.**

**Commercial Display Systems 17341 Sierra Highway, Canyon Country, Ca. 91351  
Phone: 818-361-8160 FAX: 818-361-8152**



## **Commercial Display Systems**

**17341 Sierra Highway  
Canyon Country, CA 91351  
818-361-8160 FAX 818-361-8152**

### Warranty Procedures

Commercial Display Systems warrants all products to be free from defects in materials and workmanship for a period of 2 year from date of purchase. Warranty will cover parts (5 years) and labor (2 years) provided warranty authorization form is submitted with the invoice and the payment schedule is followed. All sealed glass units are warranted for 10 years from date of purchase. All warranty issues must be submitted to Commercial Display systems in writing as no other agency has the right or authority to commit Commercial Display Systems to any warranty or replacement without prior written consent. Warranty does not cover misuse, intentional or unintentional abuse. The following procedures and payment schedules will apply to all warranty issues.

1. Warranty issues must be submitted to Commercial Display Systems in writing and prior written approval must be obtained before any warranty issues will be considered for payment.
2. A warranty authorization form supplied by Commercial Display Systems must accompany all invoices to be considered for payment.
3. To obtain a warranty authorization, form requests must be submitted in writing and must include; jobsite name and address, work order number (found on the raceway near the junction box on the frame), how many doors are to be repaired and the type of work to be performed.
4. From time to time Commercial Display Systems may require pictures of the problem area to determine warranty rights, these pictures are the responsibility of the servicing agency and warranty rights will be determined based on the findings of the engineering department of Commercial Display Systems.
5. Commercial Display Systems will pay only for the time to make the repairs as per the attached schedule and will not pay for the initial service call required to determine the cause and extent of the problem or any subsequent follow up service calls unless authorized by Commercial Display Systems.
6. Freight damage is not a warranty issue and is the responsibility of the purchaser, end user, or installing contractor.
7. Returning items: if you need to return an item you purchased from Commercial Display Systems you must obtain a Return Material Authorization (RMA) form from customer service prior to the return and will be subject to a 35% restocking charge. Hence, the product must be in working order. Custom orders are not returnable.
8. For all warranty issues contact customer service by email @ [rcalderon@cdsdoors.net](mailto:rcalderon@cdsdoors.net) or by fax @ 818-361-8152



## Payment Schedule

1. A single trip charge of an amount not to exceed \$75.00 is allowed per warranty authorization billing.
2. Changing out a Kwik Torque or Kwik Level maximum time allowed 15 minutes.
3. Replacing a hinge pin maximum time allowed 15 minutes
4. Changing torque rod maximum time allowed 15 minutes.
5. Changing a handle maximum time allowed 15 minutes.
6. Changing a frame or door hold open plate maximum time allowed 15 minutes.
7. Changing any 3 items listed above on a single door maximum time allowed 30 minutes.
8. Changing a gasket maximum time allowed 30 minutes.
9. Replacing a defective door maximum time allowed 15 minutes.
10. Replacing a lamp socket maximum time allowed 15 minutes.
11. Replacing a frame or door heater wire maximum time allowed 30 minutes.
12. Replacing a door plug maximum time allowed 30 minutes.
13. Defective Sealed Glass Units require replacing door maximum time allowed 15 minutes.
14. Replacing LED T8 lamps or LED fixtures are not covered by the labor warranty.

Any time billed in excess of the times allowed above will be the responsibility of the customer and will not be reimbursed by Commercial Display Systems. CDS understands that a 1 hour minimum may apply and will honor warranty work in consideration of the minimum billing time.

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**(818) 361-8160, (818) 361-8152 Fax**



## Warranty Authorization Form

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

CDS Work Order # \_\_\_\_\_ Email: \_\_\_\_\_

Jobsite Name: \_\_\_\_\_

Jobsite Address: \_\_\_\_\_ Ship To Name & Addr: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Number of Doors requiring Service \_\_\_\_\_

Nature of Problem/Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CDS Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

Commercial Display Systems will not reimburse either the Customer or Service Agency for any time billed in excess of the time allowed on the payment schedule or for any work performed that is not listed on this Warranty Authorization Form.