



statement of work

## Warranty Validation Service

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### Executive Summary

Wright Line offers a Limited Lifetime Warranty with all products. The expectation and qualification is that the product is installed according to Wright Line policy.

The customer can elect not to purchase the installation service. If the installation is completed by the customer or other third party, the warranty is subject to voiding. Customers are directly notified of same.

Wright Line offers a Warranty Validation service, in which a certified professional will visit the site to review the installation performed by the third party. Upon a successful positive inspection of the product and its functions, the warranty is validated. Any discrepancies are highlighted for corrective action by the customer, or by the Wright Line Installation team for an additional fee.

Additional services offered by Wright Line are listed in the “Other Services” section on page 4.

Features	Benefits
Service can be provided for 5x8 at standard rates, or 7x24 at premium rates	A highly flexible scheduling ability adapts to dynamic conditions for each customer.
Trained and Certified Service Professionals	Ensures that the installation meets Wright Line warranty standards.
Global Knowledge	The Wright Line Service Team provides experience gained from product installations around the world.
Limited Lifetime Warranty	Wright Line stands behind its products for the lifetime of beneficial use. Any and all defects in quality and workmanship will be addressed in a timely manner.

### Details of Service

A Wright Line certified professional will inspect the product for proper handling of the original components. The entire installation process will be placed under review to ensure all internal and external components are defect free. The Wright Line certified professional inspects the assembly of the subcomponents and final structures.

The inspection also ensures that the proper adjustments were made to all assemblies and structures. All user mechanical adjustment features are tested through the full operating range followed by a full test of electrical features of the product. Upon completion, a pass/fail is assigned to each of these inspection areas. If the customer’s installer is present, the inspection allows for a reasonable period of time to correct deficiencies as noted and a re-inspection is provided for all corrective actions taken. If a return visit is required, additional fees may apply.

Service	
Activities	Description
Pre-Assembly Certification	Individual components are inspected for handling damage, and sub assemblies checked for correct orientation and hardware use.
Main Assembly Certification	Sub-assembly and main components are inspected for handling damage. Main components are reviewed for proper sub-assembly usage, orientation and hardware use.
Operational Component Certification	Mechanical and electrical components are reviewed and inspected for proper assembly to facilitate full operation of purchased feature sets.

Check-out & Review	
Activities	Description
Operational Test	Operation of all features are confirmed by full test sequence per Wright Line specifications.
Product Confirmation	Product as purchased, delivered, and installed, is certified to be within specifications and Limited Lifetime Warranty is validated.
Customer Review	Customer are advised of any deficiencies and given instructions for remediation. Customer is presented with certificate of inspection which includes, if necessary, a list of deficiencies, and instructions for submitting proof of remediation for warranty validation.
Certificate Stickers	Stickers affixed in predetermined locations on the inspected product to document warranty validation.

### Assumptions

Customer satisfaction is Wright Line’s top priority. This includes timely, accurate, and complete delivery of services. To provide a superior level of service, Wright Line makes the following assumptions when developing a price quote and setting the expectation of service delivery:

1. The installation was performed by individuals not certified by Wright Line.
2. Wright Line will be provided access to site location and contact name.
3. Wright Line will have the ability to remove inspection panels to facilitate inspection.
4. Wright Line will have the ability to perform the manual and or electrical tests and review.
5. Customer representative will have the authority to accept and sign for warranty certification at completion of the validation process.
6. Service will be provided during normal weekday business hours on a 5x8 basis unless otherwise noted.

## Scope of Responsibility

Wright Line Scope of Responsibility:

- Schedule certified professional to perform service.
- Ensure installation is per manufacturer's specifications.
- Conduct work in a timely manner.
- Identify any open issues.
- Manage any site based issues affecting service delivery.
- Provide a service point of contact to the customer.
- Provide a Warranty Validation Certificate.
- OSHA safety certification.

Customer Scope of Responsibility:

- Provide an authorized point of contact to the Wright Line Service Team for scheduling.
- Make dates available for inspection scheduling.
- Notify Wright Line Service Team of any security clearance or insurance requirements, or any special training or induction sessions to be attended (and fees if required) prior to pricing service.
- Provide an authorized point of contact at completion for sign-off and acceptance.
- Identify related work impacting service delivery.

## Other Services

Wright Line offers the following services, which can be integrated with the installation process:

- Product assembly and installation
- Inside delivery, strip, place, and remove debris
- Removal and disposal of old furniture and equipment

Wright Line offers the following additional services:

- Product moving and reconfiguration
- Maintenance and Service Contracts

## Pricing

Pricing is determined principally by size and location of project. Contact your Wright Line Sales Representative for pricing per your specific requirements.

## Terms and Conditions

Standard Wright Line Terms and Conditions apply, available in the sales quote package, at [www.wrightline.com](http://www.wrightline.com), or by contacting your Wright Line Sales Representative.