

Kitchen Brains SRE Program

Service Replacement Exchange

SERVICE REPLACEMENT EXCHANGE (SRE) PROGRAM

Kitchen Brains provides a Service Replacement Exchange (SRE) Program if a unit should fail for any reason. In the event of failure, simply call our toll free technical support number. Our agent will obtain the detailed information about the malfunction or issue, and the serial number of your device so that an equivalent replacement unit can be selected and sent out immediately.

We guarantee shipping of a replacement unit the same day, via UPS ground, pre-paid for all orders received by 2:00PM EST, which allows for processing time before collection by our shipping carrier.

Overnight and 2nd day air may be requested for a fee based on ship to location. We ship the replacement device and invoice the client's account for SRE cost, plus a \$300 core charge if customer does not have credit terms with us. If the failed unit is within the warranty time period, and the customer feels that they did not damage or misuse the unit, a Service Replacement will be issued free of charge and will ship 2nd day air, pre-paid.

NOTE: The unit that is shipped is a factory refurbished unit.

Upon receipt of the replacement unit, the operator places the SRE unit into service and returns the failed unit to the factory, freight prepaid, using the included shipping label, and same carton and packing material in which the replacement unit was shipped.

When the failed unit is received at Kitchen Brains, it is evaluated to confirm the cause of failure. If an item which was replaced under warranty is returned and determined to be damaged or misused by the customer, the SRE items will be invoiced.

If the non-functioning unit is not returned within 30 days, the client is responsible for a \$300 core charge for the old unit.

We encourage international distributors to create a similar program in their territory.

The Kitchen Brains SRE Program is available to any Kitchen Brains domestic customer whose account is current, and applies to (FAST)[®] Timers (excluding ZAP), Computers and Controllers that are still being supported.

CONTACT OPTIONS

Toll-free Technical Support assistance is available 24 hours a day, 365 days a year at 1-800-243-9271, or via email 8AM-5PM EST Monday-Friday at tech_support@kitchenbrains.com for programming and troubleshooting issues.

Our Technical Support and Sales Operations departments are available to process SRE orders Monday through Friday between the hours of 8AM and 5PM EST.



KITCHEN BRAINS SRE vs. LIST PRICING

PRODUCT FAMILY	SRE PRICE	LIST PRICE	SAVINGS
Tracker 2SNGL2	\$343	\$851	\$479
Tracker 2x2	\$343	\$956	\$613
Tracker 2x3	\$343	\$956	\$613
Tracker 2x4	\$343	\$1,030	\$687
Tracker 2x6	\$343	\$1,765	\$1,422
Tracker 4x4	\$343	\$1,736	\$1,393
Meridian 10 Button	\$351	\$847	\$496
Meridian 18 Button	\$351	\$1,033	\$682
IM2000 8 Product (Silver Edition)	\$351	*	N/A
IM2000 16 Product (Silver Edition)	\$351	*	N/A
Vision 8 Button (VVC208)	\$351	*	N/A
VC-210	\$429	Contact RSCS	
TT-500	\$378	\$1,360	\$982

*No Longer in Production

Easy 1-2-3 Steps

Step 1: Call 1-800-FASTRON to request a replacement. Have your serial number ready.

Step 2: Receive a refurbished unit ground shipping. Free shipping both ways.

Step 3: Install new timer/controller, place old one in the box with prepaid shipping label and call for pick up or drop off to UPS.



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