

Ritron Repair Support Information

6/4/26

Hours of Operation: 8:00am - 5:00pm Eastern Standard Time.

Our address is: **If Arriving Destination BEFORE: 10/19/26**
Ritron, Inc.
14450 GETZ Rd., Noblesville, IN 46060

If Arriving Destination AFTER: 10/19/26
Ritron, Inc.
505 West Carmel Drive, Carmel, IN 46032-7564

PRICE CHANGE NOTICE
New Prices Effective 6/29/26

Sales Order Desk: 800-USA-1-USA (800-872-1872)
Technical Support: 317-846-1201 x2126
Repair Department: 317-846-1201 x2159
Billing/Credit: 317-846-1201 x2135

Email: ritron@ritron.com
Website: www.ritron.com

Shipping Charges

Prices are FOB Carmel, Indiana, U.S.A. All U.S. orders are shipped UPS Ground, unless otherwise specified.

Drop Shipments

Ritron will provide drop-ship services at a flat rate of **\$15 per shipment** within the 48 contiguous states.

Minimum Order

Minimum orders are **\$20** (excluding shipping costs and expedite charges).

Terms

Net 30 days to approved accounts. MasterCard and Visa credit cards are accepted. All others COD (money order, cashier's check, or company check). **Prices and Terms are subject to change without notice.**

Returns

Prior Authorization Required prior to any return of merchandise for credit consideration. If allowed, a **minimum 15% restock** fee is assessed on the purchase price of the product. Batteries, special accessories and custom products cannot be returned. Shipping and handling charges are not refundable.

Product Purchased New - Standard Product Warranty Terms

- Ritron Portable Radios - Limited 1-Year Factory Warranty.
- RCCR Locomotive Radios - Limited 2-Year Factory Warranty.
- Accessories, Speakers etc - Limited 90 Day Warranty.
- Repaired, Out-Of-Warranty Radios - Limited 90-Day Factory Warranty.
- See product specific User Manual for specific Warranty details.
- Products returned for Out-Of-Warranty or In-Warranty Repair do not require return authorization.

Include with your product: Contact Name, Company, Address, Phone and Email information and a packing slip listing all the items being returned for repair, along with an explanation for the return. **A bill of sale with the purchase date is required for warranty repair.** Radios returned for out-of-warranty repair or modification are subject to standard labor charges. For more information visit <https://www.ritron.com/repair-services>.

Notice: System Engineering Responsibilities

Ritron products can be successfully applied to meet the specific needs of many customers. However, it is not the responsibility of Ritron, Inc. to confirm or guarantee the performance of systems constructed from its radio communication equipment. This includes, but is not limited to the factors of range of transmissions, quality of service, radio interference and interconnection to other systems.

Some of the factors that severely affect the performance of these systems include: co-located transmitters, man-made electrical noise, adjacent channel transmitters, local terrain, co-channel users, temperature extremes, installation techniques, cross modulation and modulation interference.

Be sure you understand how these factors may cause problems with your system, and be certain you are using Ritron products within the limits of good engineering practice. Ritron's responsibilities are outlined in the Limited Warranty and specifications published for each product.

FIXED COST REPAIRS - SCHEDULE OF CHARGES - 6/4/26

Flat Rate Repair

See the Flat Rate Repair Fees table below for the list of products that may be repaired at a flat rate. Products sent in must be deemed repairable. Ritron reserves the right to refuse to repair any returned product for any reason.

What is Covered at Flat Rate

1. Repair/Replacement at our discretion of components, parts. Flat Rate program does **NOT** include swap-out of entire board assembly if customer board assembly is deemed Unrepairable.
2. At our discretion we may replace external labeling and/or clean the housing. We may also opt to replace the housing to ensure the integrity of the electronics inside.
3. Return freight via UPS Ground Package continental US delivery only. Other options are available for a fee.

What Is Not Covered

Flat Rate repairs **DO NOT** cover the swap-out of entire board assembly if the returned customer board is determined NOT to be repairable. Flat Rate repairs **DO NOT** cover expedited or rural/residential shipping, nor do they cover any accessories, including but not limited to holsters, belt clips, antennas, chargers, microphones, speaker microphones, headsets, earphones. All batteries deteriorate with use over time under normal use. Therefore, batteries are not covered as part of the Flat Rate repair option. Batteries should be replaced every 3-4 years.

Time & Material Billing - Ritron Products NOT Covered by the Flat Rate Program Are Billed Using Time & Material (@ current hourly rate)

RCCR Locomotive radios, Repeaters and Telemetry systems - including telephone interconnects, or other interface boards are not covered by the Flat Rate repair program. They will be repaired and tested at the rate of **\$96 per hour (1-hour minimum)**, plus parts, shipping and handling if applicable.

Non-Repairable Units

Conditions that may cause Ritron to deem a unit non-repairable usually include, but are not limited to: excessive corrosion, water intrusion, incorrect power supply installation, lightning strike, and serious physical damage.

Expedite Options

Our goal for completing repairs and testing is 2 weeks from receipt. For an additional fee, we will attempt to ship a repair within 2 business days of receipt. The expedite fees shown here are in addition to the normal repair charge, handling fee, and ship method requested. **\$40** each: Portable, Mobile, DTX, or DR Module; **\$80** each: All other products.

Estimates, Evaluations, and Repairs

When requesting an RMA or sending an item in for repair or estimate, **YOU MUST PROVIDE** a description of the problem, model number, serial number, a telephone number, email address, and contact name for the approval of charges or application questions. Shipping and handling fees are added to the customer invoice if applicable. Missing information will delay the repair of your order.

Flat Rate Item Evaluation Fee - Units deemed non-repairable or if an estimate is declined, the customer will incur a **\$55** fee plus shipping and handling charges. The **\$55** charge will be waived in the event the customer purchases a replacement product.

Frequency change only - **\$50** first channel, **\$10** to clone each additional radio, plus shipping and handling.

Time & Materials Radio Repair Estimate - Radios covered by the Time and Materials Program include, but are not limited to RCCR locomotive radios, Ritron repeaters, telemetry systems, telephone interconnects and interface boards. If you require a Radio Repair Estimate for a radio covered by the Time & Materials Program, the minimum charge is a 1-hour **non-refundable** labor charge of **\$96** plus shipping and handling. Radio Repair Estimates not approved for repair will be shipped back to the customer via UPS Ground. Radios deemed unrepairable will be disposed of by Ritron unless requested otherwise. **Payments for Radio Repair Estimates are prepaid via credit card prior to return shipment and are NOT refundable.**

Terms

All repairs, plus shipping and handling fees if applicable, are to be pre-paid before return shipment. We accept Visa, MasterCard, certified check or money order.

Flat Rate Repair Fees (includes return UPS Ground shipping in continental US States)

PRICE CHANGE NOTICE - New Prices Effective 6/29/26

Ritron Product Family	Flat Rate Repair Fee Per Unit	
Base Station (JBS,PBS)	\$168	
GateGuard® Systems	\$190	
Callboxes (RQX, RQX-XT, RQX-HD, Non-GateGuard®)	\$168	
DoorCom® (R-146/7, R-446/7, RDC)	\$168	
Loudmouth® (LM, LPA, RIB)	\$170	
PT/SLX/JV/JU/NT Series	\$175	
PT/SLX/JV/JU/NT Series WITH REPLACEMENT BATTERY	\$228	
JOB COM® JMX Series	\$168	
JOB COM® JMX Series WITH REPLACEMENT BATTERY	\$199	
Quick Assist® /Quick Talk™ (RQA, RQT)	\$175	
Telemetry (DTX, DTXM) Tier 1: 2-4 years	\$168	
Telemetry (DTX, DTXM) Tier 2: 5 Yrs & Older	\$225	

***NOTE:** Rechargeable batteries over 3-4 years old are typically beyond their normal service life and likely do not provide full power for the transceiver. Therefore, they are replaced and billed separately to ensure the expected product performance.

Prices, specifications and terms are subject to change without notice. 6/4/26