

# Labor – COMMANDsignal Mobile Signaling Repair (LB-MSR)

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## Description

Mobile Signaling Repair (LB-MSR) is a labor service available to all customers for the purpose of repairing any COMMANDsignal hardware product after the warranty period has expired or if outside the warranty coverage terms.

LB-MSR can also be initiated to cover other labor charges incurred when add-on features are purchased after the product was delivered and installed.

This labor repair option will start with a minimum 1-hour charge and include any additional labor to the next nearest half-hour increment.

Option LB-MSR may be quoted in advance on an S&L or Preliminary Quote where labor is required to install an add-on features after delivery. Quote the number of hour(s) recommended for the particular add-on feature. (Consult with mobile signaling department)

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## Example Usage

Mobile Signaling Repair service labor will be in effect for the following circumstances and situations:

- For in-house repair of all COMMANDsignal hardware products manufactured and sold by Command Alkon. Billed at 1-hour up through the next nearest half-hour increment.
  - For the addition of add-on hardware or software features purchased by the customer after the equipment had been delivered and installed. Example: Adding the GPS option or converting a CS-VSC from a two-way radio interface to a cellular modem interface. Note: Add-on feature labor rates may have a recommended fixed labor hours attached. Check with Command Alkon's Mobile Signaling Department for the current flat rate fee for a particular add-on feature.
  - For in-house repairs to COMMANDsignal hardware due to damage, abuse, or any other circumstance outside the normal warranty terms. (See CS-Warranty Certificate)
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## Restrictions

- LB-MSR services are only conducted in-house in the Birmingham, AL at the COMMANDsignal service department. Any on-site repair work shall be charged at the current LB-SIS on-site labor rate.
  - Replacement parts used during LB-MSR services are not covered. They will be added to the invoice.
  - Return shipping charges back to the customer are not included under LB-MSR services. The shipping costs will be added to the invoice.
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For more information contact a sales consultant at:

## Command Alkon

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