

Service and Maintenance Procedures

1. If service, maintenance or repair is needed, contact Extant by email at **service@extanttech.com** or by phone at (512) 410-4734.
2. If Extant is unable to remedy the problem by return email or phone, an RMA will be issued.
3. Return the defective unit to:

Extant Technology, Inc.
116 Brazos Drive
Georgetown, TX 78628
Attn: Service Department
RMA #
4. Include a detailed description of the problem.

Extant will diagnose the problem. If covered by warranty, repairs will be performed and the unit returned to you at no charge. If repairs are non-warranty, an estimate to repair will be generated and a Purchase Order will be requested. After a Purchase Order is obtained, repairs will be performed.

NOTE: If repairs are not covered under warranty, shipping will be at customer's expense.