

SiteX[™] Product Warranty Service Procedure

To obtain warranty service, please first obtain a service authorization number by calling customer service. Product should be delivered, freight prepaid, in either its original packaging or in packaging affording the degree of protection equal or better to the protection of the original packaging.

Contact customer service through the Opengate web site; www.opengatedata.com/support or by calling 866-934-9518.

If more than one product of the same model has failed at the same time or in very close physical proximity to each other, there may be a problem with the power source or environment in the facility. In a case such as this, customer service can assist in helping to collect information that may be useful in determining the cause of failure.