



Technical Bulletin

Date	Bulletin #	Model
5/19/2026	136	All NABCO products under warranty
Subject		
Updated RMA process for Warranty Claims		

Notice

NABCO has updated the RMA process for warranty claims. This will be effective 6/1/2026.

RMA Process for Warranty Claims

- All warranty claims must be submitted through Technical Service Specialists at NABCO's headquarters. A case will be created for each claim. No Return Material Authorization (RMA) will be issued without an associated Technical Service case number.
- Warranty claims must be initiated within the applicable warranty period. Claims submitted within the final 60 days of the warranty period will be granted a two-month extension for RMA return processing. Claims submitted outside of the warranty period will not be honored.
- Once an RMA is issued, (prior to the last 60 days of the warranty period) the customer must return the affected product prior to the expiration of the warranty period. Items not returned within this timeframe will be considered ineligible for credit.
- All returned products will be evaluated by a Technical Service Specialist to verify and confirm product failure.
- If the product is determined to be defective, the customer will be notified, and appropriate credit will be issued to their account.
- If the product is found to be operating within specification, a Technical Service Specialist will contact the customer to determine the appropriate disposition of the product.
- Any RMA items not received by NABCO prior to the end of the warranty period will not be accepted. In such cases, the RMA will be closed, and no credit will be issued.

Additional Conditions

- If an RMA is requested without prior troubleshooting performed through Technical Services, the customer will be responsible for return freight costs associated with shipping the suspected defective product to NABCO.
- When a return is requested by NABCO as part of the RMA process, return freight to NABCO will be covered by NABCO.



Technical Bulletin

- If a product operates properly after inspection, and the customer requests the item be returned, the cost of return freight will be billed to the customer's account.
- If the customer elects to have the product scrapped, applicable charges will still apply.

Contact

NABCO Entrances, Inc.

Technical Support Department
Techsupport@nabcoentrances.com
1-877-622-2694 Ext 3