

AIPHONE U.S

Pricing Policy & Procedures

Effective OCT 1, 2024

LIMITED WARRANTY

Aiphone warrants its products to be free from defects of materials and workmanship under normal use and service for a period of two years* after delivery to the ultimate user and will repair free of charge or replace at no charge, should it become defective upon which examination shall disclose to be defective and under warranty. Aiphone reserves unto itself the sole right to make the final decision whether there is a defect in materials and/or workmanship; and whether the product is within the warranty. This warranty shall not apply to any Aiphone product which has been subject to misuse, neglect, accident, power surge, or to use in violation of instructions furnished, nor extended to units which have been repaired or altered outside of the factory. This warranty does not cover batteries or damage caused by batteries used in connection with the unit. This warranty covers bench repairs only, and any repairs must be made at the shop or place designated in writing by Aiphone. This warranty is limited to the standard specifications listed in the operation manual. This warranty does not cover any function that is added by users or suppliers when used in connection with third-party products. Please note that any damage or other issues caused by a failure to use the unit in connection with Aiphone products are also not covered by this warranty. Aiphone will not be responsible for any costs incurred involving on-site service calls. Aiphone will not provide compensation for any loss or damage incurred by the breakdown or malfunction of its product during use, or

Aiphone Wire Warranty

Aiphone's limited warranty is extended by one year when product is installed using Aiphone wire. This is applicable to systems where Aiphone wire is available, and does not include network-based products that use CAT-5E or CAT-6 wire.

Repair Warranty

At our discretion, Aiphone will repair free of charge or replace at no charge Aiphone product that, upon examination by an Aiphone Repair Technician, is proven to be defective and under warranty. Aiphone reserves the right to make the final decision as to whether there is a defect in materials and/or workmanship, and whether or not the product is within the warranty. under warranty. This warranty shall not apply to any failure caused by improper installation or use in violation of the instructions, abuse, negligence, electrical surge including damage from lightning, water or any other physical damage, or damage caused from batteries. water or any other physical damage, or damage caused from batteries. This warranty covers bench repairs by the Aiphone Repair Department only, and does not extend to units that have been repaired or altered outside of the factory. Aiphone is not responsible for any costs incurred involving on-site service calls.

For more information, please e-mail Customer Service (cs@aiphone.com) or refer to the following web page:

<https://www.aiphone.com/home/support/warranty-repair-return>

HOW TO PLACE AN ORDER

E-mail Purchase Order to cs@aiphone.com

Phone toll free (800) 692-0200, 6:00 AM to 3:30 PM, Pacific Time

- **Minimum product order requirement: \$100.00 (Distributors Only). A \$20.00 Handling Fee will be added to orders under the minimum.**
- **A flat fee of \$40.00 will be added to drop-shipped orders (Distributors Only).**

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Aiphone's goal is to ship in-stock product within 2 business days via Ground * and within 1 business day via Air *. Same day shipment not guaranteed. Confirmations do not include freight cost.

*** Provided product is in stock at the time of order.**

Report any discrepancy between packing list and items received to cs@aiphone.com within 7 business days.

PURCHASE ORDER REQUIREMENTS

Aiphone reserves the right to deny/delay any purchase order that does not contain the following:

- **Company Name**
- **Contact Name**
- **Contact Phone Number and Email Address**
- **Valid Aiphone Model Numbers**
- **Quantities of Items Requested**
- **Shipping Method Requested**
- **Pricing of Items Requested**

If a purchase order does not meet these requirements, Aiphone's Customer Service Department will contact the Buyer to request a revised PO. Aiphone is not liable or responsible for any delays due to

missing or incorrect information. Aiphone reserves the right to request a revised submission of any purchase order that does not include all of the above requirements, or where products or pricing on the PO have changed since the original submission.

PO Pricing accuracy: If pricing is off by more than 2%, Aiphone requires a revised PO with the correct pricing. Otherwise a note will be added to the order to "Please note correct pricing".

Additions to an existing PO that is on backorder can be added within 10 business days from date of order. Otherwise, please issue a new PO.

Product Availability

Aiphone anticipates sales volume to maintain a complete inventory of our entire product line for our customers. However, due to excessive sales activity or supply limitations, there may be occasions when certain items may be out of stock and in a backorder status. Aiphone cannot guarantee availability of all products at all times, and cannot be held liable if such an event occurs. If a product is on backorder, Aiphone will inform the Buyer of the backorder status. Freight method can be changed before the product has shipped at the request of and paid for by the customer.

AIPHONE SPARE PARTS

AIPHONE SPARE PARTS MAY NOT BE APPLICABLE TO YOUR DATABASE: Aiphone has not included most Spare Parts in previous versions of the Price List. They are specific to either Aiphone Repair Services or may have been purchased directly to support onsite repair needs. With over 500 parts for service, as many are being discontinued, it is likely that your company may not have spare parts listed or may only have select parts listed. Aiphone Spare Parts always start with the number 2 (two) for the item # and are a minimum of 6 digits long.

Effective January 1, 2024, Aiphone is removing minimum purchasing requirements on all Spare Parts. A comprehensive list of Spare Parts is available upon request. These Spare Parts do NOT qualify for any discount and may not be returned for credit. Some parts require a high degree of expertise to replace. Aiphone does not provide instructions for repair service, and cannot be held liable in providing a Spare Part for sale for any on-site repair needs that exceeds an individual's ability to complete such services. Please refer to Aiphone Repair services on our website, at <https://www.aiphone.com/repairorderrequest> to request an Aiphone evaluation of your repair needs.

Aiphone Spare Parts are available only to service Aiphone products, and are not available for sale if used outside of Aiphone products.

CONDITIONS OF SALE

All sales are made in US dollars on a wholesale basis with applicable State Tax Exempt Certificates required.

Terms:

Account level payment terms are specific to your company, from the date of invoice. A reminder that all discrepancies must be brought to the attention of Aiphone within 7 business days of product receipt. Aiphone reserves the right to withhold shipments until past due balances are paid. Payment terms may be changed by Aiphone Corporation at any time without notice based on credit review. If you want to review your payment terms, please contact Aiphone Credit at Credit@Aiphone.com

Freight Terms:

- Orders totaling \$5,000* or more qualify for prepaid ground freight within the United States and Puerto Rico. Value includes product and wire total and is determined after discounts. *Certain product exclusions apply: TW- and TWS-series towers do not qualify for prepaid freight, with freight carrier and payment being the responsibility of the purchaser.
- FOB Redmond, WA, Tukwila, WA, or Spartanburg, SC, freight prepaid with the amount added to the invoice, and payable to Aiphone for all orders.
- Aiphone's carrier of choice is UPS unless, at our discretion, a lower cost method is available. We will ship freight collect via other carriers if We will ship freight collect via other carriers if requested, which may delay your shipment and/or incur additional shipping and handling charges.
- Specific freight carriers require a third party account number for processing. Aiphone requires your account number to process specific carrier requests. If a freight account number is not provided with the order, or if charges are denied to the account number due to any circumstance, Aiphone will ship via the lowest cost method available and add the charge to the invoice.
- Returned or refused shipments - initial freight charges billed are due and payable to Aiphone.
- Aiphone will include any additional handling fee charges on your invoice. Freight charges may include but are not limited to fuel surcharges and handling fees assessed by carrier.

Discrepancies:

Customers should inspect each order delivery at the time of receipt. Any discrepancy between packing list and items received must be reported within 7 business days of receipt to cs@aiphone.com.

RETURN AUTHORIZATION

Eligible current Aiphone products may be returned for credit with prior approval. To qualify for credit, equipment must be in brand new, uninstalled and unused condition, in original undamaged* cartons, with all accessories included and unopened. All returned product will be carefully inspected, and when they do not meet our criteria to accept for credit, they will be returned to the customer at their expense. Additionally, the product must be returned within one (1) month of receiving the Return Authorization (RA) number. Any item(s) authorized but not included with the returned shipment will be deleted from the RA. The original Purchase Order number is required when requesting a return, and must be within 90 days of date of purchase (other than quarterly stock adjustment).

Allowable reasons for return:

- 1) Customer canceled order
- 2) Ordered wrong model

3) Ordered wrong quantity

4) Quarterly stock adjustment*

*Quarterly stock adjustments are to replace slow-moving inventory with other products that are more in demand.

Requirements: 1) Original PO number; 2) Items purchased beyond 3 months but within 12 months.

Please note, items purchased within the past 3 months do not qualify for quarterly stock adjustment.

Please fill out Return Authorization Request form to initiate return:

aiphone.com/RARrequest

* Product cartons may not have additional stickers, writing or damage on them.

Accepted returns will be assessed the following restocking fees:

0% -- With equal or greater value replacement order, or as a quarterly stock adjustment

10% -- With no replacement order

Unauthorized returns or returned items that do not meet the above criteria will not be accepted.

Return Exclusions - All sales are final for the following Aiphone products, and do not qualify for return:

Aiphone Wire

Discontinued items

Custom Order Products (COP) or products modified by Aiphone or by the customer.

TW- and TWS-Series tower products

Open package software (NI-SOFT and AC-NIO Series)

Spare Parts

Products purchased from B-Stock

IXG app payments through third party billing system are non refundable

Repacking Charges

Any returned product requiring repackaging or adding missing accessories will be assessed a repack fee. This fee ranges between \$10 - \$50 per unit depending on the item and the extent of the repackaging required.

Requesting a Return

Complete the RA Request form at aiphone.com/RARrequest or contact Customer Service at cs@aiphone.com. Please allow up to two business days to receive your RA number. Product must be shipped prepaid to Aiphone with the RA number visible on the shipping box and received within one month of the RA being issued. Final credit will be subject to careful examination of the returned product. Please allow up to 10 business days to receive your credit from the date product arrives at Aiphone. Credits are valid only after issuance of an Aiphone credit memo.

REPAIRS

1) Before sending a product in for repair, contact Technical Support for troubleshooting assistance, Monday – Friday, 6:00 AM to 3:30 Pacific time. Most issues are installation- or programming-related and may be easily resolved over the phone.

a. If Technical Support recommends that your unit be sent to us for evaluation, you will be issued a Support Ticket number and sent a Repair Order Request Form.

2) If you are unable to contact Technical Support, please contact Customer Service to obtain a Repair Order Request form, or go to the Customer Service section of our web site and click on “Repairs & Returns” to download the form at aiphone.com/RepairOrderRequest

3) Email the completed form to cs@aiphone.com. You will receive your Repair Order (RO) number within two business days.

4) Include Aiphone’s RO number in the address section. Include a copy of the RO form and the invoice or proof of installation date to verify warranty. Securely package and ship product to Aiphone freight prepaid.

5) For repairs on products that are out of warranty, payment method may be requested prior to issuance of an RO number.

Aiphone may repair or replace your product according to our warranty guidelines. Units that are out of warranty or damaged due to warranty exclusions will be assessed evaluation and repair charges. Units that test as fully functional do not qualify for replacement, and are subject to testing fees if out of warranty.

CUSTOMER SERVICE

For self-serve information on pricing, availability, order status, tracking, or account status, go to our Customer Service Web Portal at <https://b2b@aiphone.com>. Setup with user name and password is performed by Aiphone Corporation, and can be used 24/7 once you have received your login credentials.

Call Aiphone’s Customer Service at (800) 692-0200, 6:00 AM to 3:30 PM, Pacific Time, or email your request to cs@aiphone.com. Our Customer Service representatives are available to answer questions regarding your account, current or previously placed orders, order status, backorder information, stock levels, warranty, pricing, returns, and repair status.

For your protection, Aiphone requires your account number to place an order or to receive account, pricing, or any order status information. Please have it ready when you call.

TECHNICAL ASSISTANCE

Technical assistance is also available toll free at (800) 692-0200 or at (425) 455-0510, 6:00 AM to 3:30 PM, Pacific Time. Customers are encouraged to call first. If needed, e-mail technical questions to tech@aiphone.com, 24 hours a day. You will receive a response within one working day.

SYSTEM SPECIFICATION

Customers requiring an Aiphone system specification should call or email their local Sales Representative with their system requirements. Your Sales Rep will return recommendations for the appropriate system based on the information provided. Final design, quantities, features, and functions of the system are the sole responsibility of the person receiving the information. Customers may also use our QuikSpec program via Cloud Services to create an Aiphone system.

<https://www.aiphone.com/sales/regional-sales>

<https://aiphone.cloud/>

19310	RY-1824L	RY-1824L FORM C RELAY 18-24VDC	\$50.00	USA	8536410060	EAR99	788255193103	0.05	4.00	5.00	0.15	1
19306	RY-3DL	RY-3DL TRIPLE DOOR REL. ADPTR	\$160.00	JPN	8517690000	EAR99	790143450090	0.60	3.75	6.00	2.25	32
19300	RY-AC/A	RY-AC/A CALL EXTENSION RELAY	\$80.00	JPN	8536410060	EAR99	790143450656	0.40	3.50	5.00	2.00	45
39311	RY-ES	RY-ES EXTERNAL SIGNAL RELAY	\$102.00	USA	8536410060	EAR99	788255393114	0.43	3.25	6.25	3.00	1
19301	RY-PA	RY-PA DOOR RELEASE RELAY	\$26.00	JPN	8536410060	EAR99	790143441258	0.10	1.50	2.50	1.00	72
31702	SBX-1G	SBX-1G SURFACE MT 1-GANG SS BX	\$126.00	USA	8517690000	EAR99	788255317028	1.30	4.50	7.00	3.25	1
11724	SBX-2G/A	SBX-2G/A SRF MNT 2-GANG SS BOX	\$202.00	USA	8517690000	EAR99	788255117246	2.50	5.00	5.00	4.00	1
31711	SBX-ACE	SBX-ACE STAINLESS STEEL DEVICE	\$296.00	USA	8517690000	EAR99	788255317110	4.30	8.00	9.75	5.25	1
31709	SBX-AXDV30	SBX-AXDV30 30 ANGLE BOX, AX-DV	\$140.00	USA	8517690000	EAR99	788255317097	1.55	4.00	8.00	3.00	1
31707	SBX-AXDVF	SBX-AXDVF SURFACE BOX AX-DVF	\$292.00	USA	8517690000	EAR99	788255317073	3.25	6.50	13.00	4.25	1
11737	SBX-CON1	SBX-CON1 SURF MT CONDUIT BOX	\$282.00	USA	8517690000	EAR99	788255117376	3.43	8.00	12.00	3.00	1
31712	SBX-DV30	SBX-DV30 ANGLE BOX, JO/JP-DV	\$140.00	USA	8517690000	EAR99	788255317127	1.40	4.25	8.75	3.25	1
31705	SBX-DVF	SBX-DVF SRF BX JK/JF/JO/JP-DVF	\$292.00	USA	8517690000	EAR99	788255317059	3.00	6.00	9.00	4.00	1
31708	SBX-DVF-P	SBX-DVF-P SURF. BOX AX/JF/JK	\$218.00	USA	8517690000	EAR99	788255317080	3.75	6.50	13.00	4.25	1
15330	SBX-GTDMB	SBX-GTDMB SURFACE BOX,GT-DMB-N	\$270.00	USA	7318141030	EAR99	788255153305	4.50	7.75	17.50	3.75	1
11721	SBX-IDVF	SBX-IDVF SRF MNT BOX	\$252.00	USA	8517690000	EAR99	788255117215	3.87	6.00	12.00	4.00	1
11722	SBX-IDVFRA	SBX-IDVFRA SRF MNT BOX,IS/IXRA	\$268.00	USA	8517690000	EAR99	788255117222	4.50	8.00	12.00	4.00	1
11730	SBX-IXDV30	SBX-IXDV30 30 ANGLE BOX,IX-DV	\$162.00	USA	8517690000	EAR99	788255117307	1.60	6.00	9.00	4.00	1
11735	SBX-IXGDM7	SBX-IXGDM7 SRF MNT BOX,IXG-DM7	\$294.00	USA	8517690000	EAR99	788255117352	5.50	8.00	14.00	4.00	1
31706	SBX-LSE	SBX-LSE LOCKING SS COVER VIDEO	\$348.00	USA	8517690000	EAR99	788255317066	4.20	6.50	13.00	4.25	1
11723	SBX-NVP/A	SBX-NVP/A SURF MNT BOX, NVP	\$150.00	USA	8517690000	EAR99	788255117239	3.10	7.00	9.00	4.00	1
19040	SKK-620C	SKK-620C 6VDC 0.2A PWR SUPPLY	\$64.00	CHN	8504408500	EAR99	790143608804	0.32	4.50	4.00	1.50	80
19208	SP-2570N	SP-2570N CEIL. SPKR 25/70V,4W	\$90.00	USA	8518210000	EAR99	788255192083	3.75	15.25	15.25	4.25	1
19512	SSB-3	SSB-3 CEILING MOUNTING SUPPORT	\$28.00	USA	8517690000	EAR99	788255195121	1.30	14.37	24.75	0.57	20
15906	TB-AD10	TB-AD10 10 CALL DOOR ADAPTOR	\$786.00	JPN	8517690000	EAR99	790143014780	3.45	7.75	12.25	6.50	1
15805	TB-SE	TB-SE SUB STATION	\$138.00	VNM	8517690000	EAR99	790143203252	1.20	4.00	10.00	3.50	40
15605	TC-10M	TC-10M 10 CALL MASTER	\$1,158.00	JPN	8517690000	EAR99	790143307462	5.63	13.00	14.50	8.00	4
15705	TC-20G	TC-20G 20 ADD-ON SELECTOR	\$1,398.00	JPN	8517690000	EAR99	790143307684	3.30	7.50	12.00	6.75	6
15606	TC-20M	TC-20M 20 CALL MASTER	\$1,398.00	JPN	8517690000	EAR99	790143307578	6.95	13.00	14.50	8.00	3
15706	TC-40G	TC-40G 40 ADD-ON SELECTOR	\$1,398.00	JPN	8517690000	EAR99	790143307790	5.50	13.25	12.25	6.50	1
13008	TD-12H/B	TD-12H/B WHT 12 CALL-WALL MNT.	\$276.00	VNM	8517690000	EAR99	790143447830	1.30	4.75	10.25	3.25	1
13005	TD-1H/B	TD-1H/B WHITE 1 CALL-WALL MNT.	\$190.00	VNM	8517690000	EAR99	790143447502	1.25	4.75	10.25	3.25	24
13009	TD-24H/B	TD-24H/B WHT 24 CALL-WALL MNT.	\$338.00	VNM	8517690000	EAR99	790143447946	1.45	4.75	10.25	4.00	24
13006	TD-3H/B	TD-3H/B WHITE 3 CALL-WALL MNT.	\$204.00	VNM	8517690000	EAR99	790143447618	1.25	4.50	10.25	3.25	24
13007	TD-6H/B	TD-6H/B WHITE 6 CALL-WALL MNT.	\$226.00	VNM	8517690000	EAR99	790143447724	1.30	4.75	10.25	3.50	24
37610	TW-MKL	TW-MKL L BOLT MOUNTING KIT	\$196.00	USA	8517690000	EAR99	788255376100	15.00	8.00	18.00	4.00	1
17611	TW-SA	TW-SA SHORT ASSISTANCE TOWER	\$5,516.00	USA	8517620090	EAR99	788255176113	55.50	10.50	78.00	10.50	1
17612	TW-SE	TW-SE SHORT EMERGENCY TOWER	\$5,516.00	USA	8517620090	EAR99	788255176120	55.50	10.50	78.00	10.50	1
17523	TW-SPL	TW-SPL SUB PLATE ADPTR, IS, IX	\$122.00	USA	8517690000	EAR99	788255175239	1.00	8.75	11.13	1.25	1
17613	TW-TA	TW-TA TALL ASSISTANCE TOWER	\$7,426.00	USA	8517690000	EAR99	788255176137	95.00	10.00	120.00	10.00	1
17615	TW-TA-ARM	TW-TA-ARM TALL ASST W/CAM ARM	\$10,120.00	USA	8517690000	EAR99	788255176151	135.00	10.00	198.00	10.00	1
17614	TW-TE	TW-TE TALL EMERGENCY TOWER	\$7,426.00	USA	8517690000	EAR99	788255176144	95.00	10.00	120.00	10.00	1
17616	TW-TE-ARM	TW-TE-ARM TALL EMGY W/CAM ARM	\$10,120.00	USA	8517690000	EAR99	788255176168	135.00	10.00	198.00	10.00	1
17601	TWS-Z1	TWS-Z1 SOLAR TOWER, 1-1.9 ZONE	\$18,716.00	USA	8517690000	EAR99	788255176014	525.00	37.00	144.00	36.00	1
17602	TWS-Z2	TWS-Z2 SOLAR TOWER, 2-3.9 ZONE	\$15,378.00	USA	8517690000	EAR99	788255176021	485.00	37.00	144.00	36.00	1
17603	TWS-Z4	TWS-Z4 SOLAR TOWER, 4.0 ZONE	\$14,034.00	USA	8517690000	EAR99	788255176038	455.00	37.00	144.00	36.00	1
14911	W-DIN11	W-DIN11 11CM DIN RAIL	\$12.00	USA	8517690000	EAR99	788255149117	0.10	1.50	4.50	1.00	150
37701	WB-CA	WB-CA WALL BOX CAGE ASSIST	\$1,382.00	USA	8517690000	EAR99	788255377015	19.40	12.00	28.00	6.00	1
37702	WB-CE	WB-CE WALL BOX CAGE EMERG	\$1,382.00	USA	8517690000	EAR99	788255377022	19.40	12.00	28.00	6.00	1
37703	WB-HA	WB-HA WALL BOX HOOD ASSIST	\$1,870.00	USA	8517690000	EAR99	788255377039	25.60	12.00	28.00	6.00	1
37704	WB-HE	WB-HE WALL BOX HOOD EMERG	\$1,870.00	USA	8517690000	EAR99	788255377046	25.60	12.00	28.00	6.00	1
11051	WL-11.E1	WL-11.E1 WIRELESS VIDEO SET NA	\$338.00	CHN	8517690000	EAR99	790143288792	1.50	11.00	6.30	3.00	8

AIPHONE CORPORATION

6670 185th Ave NE, Redmond, WA 98052 | Phone: 800-692-0200 | Fax Order Line: 800-525-3372
 Website: www.aiphone.com | Customer Web Portal: https://b2b.aiphone.com

NEW & DISCONTINUED PRODUCTS (NOTIFICATION)

EFFECTIVE OCT 1, 2024

All Prices in U.S. Dollars

NEW PRODUCTS

Effective Date: Aug 1, 2024

Stock #	Model	Description	NEW US MSRP	CoO	HTS US	ECCN Code	UPC Code	Weight	Width	Length	Height	Case Lot Size
11737	SBX-CON1	SBX-CON1 SURF MT CONDUIT BOX	\$282.00	USA	8517690000	EAR99	788255117376	3.43	8	12	3	1

Effective Date: Oct 1, 2024

Stock #	Model	Description	NEW US MSRP	CoO	HTS US	ECCN Code	UPC Code	Weight	Width	Length	Height	Case Lot Size
37159	IXW-MAA-SOFT	IXW-MAA-SOFT ADPTR W/1 SL	\$2,794.00	USA	8517690000	EAR99	788255371594	1.1	5.3	8.75	3.15	1
37160	IXW-MAA-SOFT-5	IXW-MAA-SOFT-5 ADPTR W/5 SL	\$9,058.00	USA	8517690000	EAR99	788255371600	1.1	5.3	8.75	3.15	1
37163	IXW-MAA-SOFT-10	IXW-MAA-SOFT-10 ADPT W/10 SL	\$16,200.00	USA	8517690000	EAR99	788255371631	1.1	5.3	8.75	3.15	1
17227	IXGS-TE	IXGS-TE TELEPHONE ENTRY KIT	\$4,560.00	THA	8517690000	EAR99	788255172276	13.2	9.0	20.0	9.0	1

DISCONTINUED PRODUCTS

Products may still be available after the discontinuation date. Any discontinued item(s) sold after this date are not eligible for stock rotation credit

DISCONTINUATION DATE: Sep 30, 2024 (OR WHEN STOCK DEPLETES)

Stock #	Model	Description	Discontinued Notes
11125	KB-3SD	KB-3SD AUDIO SUB-MASTER STA.	KB-3HRD
17403	IPW-10VR	IPW-10VR 10-STN RECEIVER	IPW-10VC
17404	IPW-1VT	IPW-1VT 1-STN TRANSMITTER	IPW-10VC
32500	BA-1	BA-1 PAGING ADAPTOR	Call Aiphone for options - 800-692-0200
37155	IXW-MA-SOFT	IXW-MA-SOFT ADPTR W/1 SOFT	IXW-MAA-SOFT
37156	IXW-MA-SOFT-5	IXW-MA-SOFT-5 ADPTR W/5 SOFT	IXW-MAA-SOFT-5
37157	IXW-MA-SOFT-10	IXW-MA-SOFT-10 ADPTR W/10 SOFT	IXW-MAA-SOFT-10

AIPHONE CORPORATION

6670 185th Ave NE, Redmond, WA 98052 | Phone: 800-692-0200 | Fax Order Line: 800-525-3372

Website: www.aiphone.com | Customer Web Portal: <https://b2b.aiphone.com>

COP (CUSTOM ORDER PRODUCT)

EFFECTIVE OCT 1, 2024

Supersedes and Replaces All Previous COP Price Lists

COP items not listed in the Price List must be quoted directly by Aiphone. Minimum Order Quantity may apply
COP Price quotes are valid for 90 days from date of issuance, and after that time must be requested for requote

COP Items may or may not qualify for contract level discounts, depending on the item

Delivery time varies widely by product; please inquire with Customer Service for delivery estimate

COP orders cannot be cancelled once placed

COP items are not eligible for return

No exceptions to COP policies will be made

Stock #	Model	Description	NEW US MSRP	CoO	HTS US	ECCN Code	UPC Code	Weight	Width	Length	Height	Case Lot Size
39919-2	COP-GT-OP4	COP-GT-OP4 POSTAL LCK,4 MOD SZ	\$418.00	USA	8517690000	EAR99		1	0	0	0	1
39999-58	COP-GT1AO	COP-GT1AO AUDIO TENANT STATION	\$188.00	VNM	8517690000	EAR99		1	6	7.5	2	20
39630	COP-IXDVF-NR1G	COP-IXDVF-NR1G NO READER	\$1,920.00	THA	8517690000	5A991		6.5	8.5	13.5	3.75	1
39920-1	COP-LB-IXDVFP-F	COP-LB-IXDVFP-F LOCK BOX FLUSH	\$646.00	USA	8517690000	EAR99	788255399017	1	0	0	0	1
39918-15	COP-LESS-RB	COP-LESS-RB W/RUBBER BTN CAP	\$610.00	USA	8517690000	EAR99		1	0	0	0	1
39629	COP-SBX-IX-KEAP	COP-SBX-IX-KEAP W/BTN,GRILLE	\$900.00	USA	8517690000	EAR99	788255396290	7	9	14	6	1
39628	COP-SBX-LIXDVF	COP-SBX-LIXDVF LOCK BOX	\$750.00	USA	8517690000	EAR99	788255396283	7	9	14	6	1
39919-14	COP-SBX-LIXDVFP	COP-SBX-LIXDVFP LOCK BOX, IX2	\$740.00	USA	8517690000	EAR99		1	0	0	0	1

Aiphone offers a range of COP items (Custom Order Products) to meet various unique needs for our products. If you have a need for a product other than what is currently listed in our Price List or Catalog, please contact Technical Support to determine if we can meet