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Circuit Board Advance Replacement and Repair Policy

Repair and Return

All repairs must be issued an RMA number before they can be returned to DoorKing. Repairs that are returned without prior authorization are subject to lengthy delays. Prior to returning any item to DoorKing, please contact our RMA department for an RMA number and have the following information available: **the model number of the product and the circuit board number, the serial number, and the revision letter.**

Standard flat rate repair charges that are listed on the following pages apply only to products manufactured by DoorKing that are beyond the warranty period and became defective because of random component failure. Standard flat rate repair charges apply only to products that are returned to DoorKing for repair and return. **The standard flat rate repair charge does not apply to products that are returned under an advance replacement RMA.**

The standard repair charges do not apply to products or parts that are deemed by DoorKing to be un-repairable because of vandalism, abuse, improper installation including connection to an improper voltage source, power surges, lightning damage or natural disasters. The owner will be notified that the circuit board is beyond repair and will be returned to the owner at the owner's expense or scrapped upon authorization from the owner. **Circuit boards which have been abandoned by the customer will be disposed of after ninety (90) days. Abandoned means that DoorKing has contacted the customer regarding the pending disposal of the circuit board, but the customer has not responded to DoorKing.**

We do not make repairs to any circuit boards that are 10 years old or older.

Advance Replacements

Defective or un-used parts that have been advanced to you must be returned to DoorKing within thirty (30) days from the date of the advance replacement invoice.

Not all circuit boards are available for advance replacement. If the same revision level is not available, we will advance a circuit board with the same or better features/functionality as the one it is intended to replace. **Advance replacement boards are not guaranteed to be available. You must know the serial number and the revision level of the board that you are requesting an advance replacement for prior to our shipping an advance replacement board to you. Circuit boards that are 10 years old or older are not eligible for advance replacement.**

Out of warranty advance replacement repair charges are billed at a higher rate than the standard flat rate repair and return charge.

Obsolete Board Repair and Replacement (Upgrade) Information

Upgrade: The upgrade option allows you to replace older, still functional, circuit boards with current production circuit boards at a reduced rate. When choosing this option, the upgrade charge includes any additional parts required to install the new circuit board into the telephone entry / access control system. The upgrade option also carries a two-year warranty on the circuit board.

If you choose the upgrade option as an advance replacement, the reduced rate upgrade charge will not be applicable until the replaced circuit board and memory chips are returned to DoorKing. Otherwise, you will be responsible for payment in full of the new circuit board and memory chips sent to you under the advance replacement program.

This upgrade option applies only to circuit boards that are still functional and less than 10 years old. Non-functional circuit boards and circuit boards older than 10 years are not eligible for the upgrade option.

Shipping Charges

DoorKing pays UPS or FedEx ground shipping charges one way only on warranty advance replacement items. If any other means of shipping (UPS red, FedEx next day, etc.) is requested, you are responsible for the difference between that method and UPS / FedEx ground charges. Shipping charges for the return of advance replacement items are the responsibility of the customer. All shipping charges for non-warranty repair items are the responsibility of the customer.

Repair Warranty

Circuit boards repaired by DoorKing are warranted for a period of ninety (90) days from the date of repair. This warranty covers bench repairs only. For this warranty to be in effect, any product or parts must be returned to DoorKing freight prepaid. DoorKing is not responsible for any cost incurred involving on site service calls, or labor charges incurred in the removal or replacement of any parts. **This warranty does not apply to products or parts damaged because of vandalism, abuse, improper installation including connection to an improper voltage source, power surges, lightning damage or natural disasters.**

Telephone Entry System Circuit Boards

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
1802-010	1802, 1804-1 1808, 1810-1	All	No	No	No upgrade available.
1804-010	1803-2, 1804-2 1810-2	All	No	No	No upgrade available.
1833-010	1833	A - V	No	No	No upgrade available.
1833-010	1833	W - AF	Yes	Yes	Upgrade M replaces board with the most current level board revision.
1834-009	1834 Wall Mount	A - U	No	No	No upgrade available.
1834-009	1834 Wall Mount	V - AF	Yes	Yes	Upgrade M replaces board with the most current level board revision.
1834-010	1834	A - U	No	No	No upgrade available.
1834-010	1834	V - AF	Yes	Yes	Upgrade M replaces board with the most current level board revision.
1835-009	1835 Wall Mount	A - V	No	No	No upgrade available.
1835-009	1835 Wall Mount	W - AF	Yes	Yes	Upgrade M replaces board with the most current level board revision.
1835-010	1835	A - V	No	No	No upgrade available.
1835-010	1835	W - AF	Yes	Yes	Upgrade M replaces board with the most current level board revision.
1837-010	1837	A - V	No	No	No upgrade available.
1837-010	1837	W - AF	Yes	Yes	Upgrade M replaces board with the most current level board revision.
1838-010	1838	A - U	No	No	No upgrade available.
1838-010	1838	V - AF	Yes	Yes	Upgrade M replaces board with the most current level board revision.
1840-010	1815	All	No	No	No upgrade available.
1841-010	1817	All	No	No	No upgrade available.
1842-010	1818	All	No	No	No upgrade available.
1843-010	1814	All	No	No	No upgrade available.
1844-010	1803 PC	All	No	No	No upgrade available.
1850-010	1814	All	No	No	No upgrade available.
1851-010	1814 P	All	No	No	No upgrade available.
1852-010	1815	All	No	No	No upgrade available.
1853-010	1817	All	No	No	No upgrade available.
1854-010	1818	All	No	No	No upgrade available.
1855-010	1815	All	No	No	No upgrade available.
1856-010	1817	All	No	No	No upgrade available.
1857-010	1818	All	No	No	No upgrade available.
1860-010	1802, 1803-1, 1804-1, 1808, 1810-1	All	No	No	No upgrade available.

Telephone Entry System Circuit Boards

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
1862-010	1802, 1803, 1808, 1810	A - M	No	No	No upgrade available.
1862-010	1802, 1803, 1808, 1810	N - T	Yes	Yes	Upgrade N replaces board with the most current level board revision.
1863-010	1802P, 1803P, 1808P, 1810P	A - H	No	No	No upgrade available.
1863-010	1802P, 1803P, 1808P, 1810P	I or Higher	Yes	Yes	No upgrade available.
1865-010	1803-2, 1804-2, 1810-2	All	No	No	No upgrade available.
1870-010	1812	All	No	No	No upgrade available.
1871-010	1812	A – AA	No	No	No upgrade available.
1871-010	1812	AB - AF	Yes	Yes	Upgrade J replaces board with the most current level board revision.
1880-010	1816	All	No	No	No upgrade available.
1881-010	1816	A – F	No	No	No upgrade available.
1881-010	1816	G	Yes	Yes	No upgrade available.
1882-010	1816	A – C	No	No	No upgrade available.
1884-010	1820	A – I	No	No	No upgrade available.
1884-010	1820	J	Yes	No	No upgrade available.
1885-010	1816 / 1820	A - R	No	No	No upgrade available.
1885-010	1816 / 1820	S - U	Yes	Yes	No upgrade available.
1886-010	1820	A – B	Yes	No	No upgrade available.
1890-010	1802, 1803, 1810	A	Yes	No	No upgrade available.
1971-010	1812 Plus	A – R	No	No	No upgrade available.
1971-010	1812 Plus	S - X	Yes	Yes	Upgrade J replaces board with the most current level board revision.
1970-010	1802AP, 1808AP, 1810AP, 1812AP, 1838AP	A –R	No	No	No upgrade available.
1971-010	1802AP, 1808AP, 1810AP, 1812AP, 1838AP	S - X	Yes	Yes	Upgrade J replaces board with the most current level board revision.

Telephone Entry System Circuit Boards

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
1597-010	1814-075	All	No	No	Secondary keypad board. Replace if faulty.
1598-010	All	All	No	No	Secondary keypad interface board. Replace if faulty.
1875-010	1812	All	No	No	By-pass switch. Replace if faulty.
1897-010	All	All	No	No	Microphone board. Replace with 1998-010 if faulty.
1982-010	1816	A - C	Yes	Yes	1816 Relay Board
1998-010	All	All	No	Yes	Microphone board. Replace if faulty.
Elevator Control and Tracker Expansion					
2348-010	2348-0xx	A-C	No	No	Elevator control board.
2348-010	2348-0xx	D - Higher	Yes	Yes	Elevator control board.
2351-010	2351-08x	All	No	No	Tracker expansion board – Obsolete. Replace with 2358-010.
2358-010	2351-08x	A – M	No	No	Tracker Expansion Board
2358-010	2351-08x	N – P	Yes	Yes	Tracker Expansion Board
Wireless Circuit Boards					
1470-010	1470-080	All	Yes	Yes	Expansion board kit 900 MHz
1489-010	1489-080	All	No	No	Expansion board kit 2.4 GHz
2332-010	2332-080	All	Yes	Yes	Dual band repeater 900 MHz
2333-010	2333-080	All	Yes	Yes	Baseboard kit 900 MHz
2334-010	2334-080	All	Yes	Yes	VoIP – TCP/IP connections
2360-010	2361-080	All	Yes	Yes	Baseboard kit 2.4 GHz
2366-010	2364-080	All	Yes	Yes	Single band repeater 2.4 GHz
2372-010	2372-080	All	Yes	Yes	Dual band repeater 2.4 GHz
Cellular System Circuit Boards					
1800-009	1800-081	A - J	No	No	Replace board.
1800-009	1800-081	K - Q	Yes	Yes	
1800-010	1800-080	A - J	No	No	Replace board.
1800-010	1800-080	K - Q	Yes	Yes	
1801-010	1801-080	All	No	No	Replace board.

Telephone Entry System Circuit Boards

1800 Series Boards		
Code	Description	List
Repair A XCHG A	1800-009 Repair and return only – Rev L and higher only. 1800-009 Advance Replacement.	300.00 380.00
Repair A XCHG A	1800-010 Repair and return only – Rev L and higher only. 1800-010 Advance Replacement.	300.00 380.00

1830 Series Boards		
Repair N XCHG N	1833-010 Repair and return. 1833-010 Advance replacement.	474.00 600.00
Repair N XCHG N	1834-010 Repair and return. 1834-010 Advance replacement.	474.00 600.00
Repair N XCHG N	1834-009 Repair and return. 1834-009 Advance replacement.	474.00 600.00
Repair N XCHG N	1835-010 Repair and return. 1835-010 Advance replacement.	474.00 600.00
Repair N XCHG N	1835-009 Repair and return. 1835-009 Advance replacement.	474.00 600.00
Repair N XCHG N	1837-010 Repair and return. 1837-010 Advance replacement.	474.00 600.00
Repair N XCHG N	1838-010 Repair and return. 1838-010 Advance replacement.	474.00 600.00

1860 Series Boards		
Repair A XCHG A	1862-010 Repair and return. 1862-010 Advance replacement.	300.00 380.00
Repair A XCHG A	1863-010 Repair and return. 1863-010 Advance replacement.	300.00 380.00

1870 Series Boards		
Repair A XCHG A	1871-010 Repair and return. 1871-010 Advance replacement.	300.00 380.00

1880 Series Boards		
Repair D XCHG D	1881-010 Repair and return. 1881-010 Advance replacement.	200.00 240.00
Repair N	1884-010 Repair and return.	474.00
Repair N XCHG N	1885-010 Repair and return. 1885-010 Advance replacement.	474.00 600.00
Repair D XCHG D	1982-010 Repair and return. 1982-010 Advance replacement.	200.00 240.00

Telephone Entry System Miscellaneous Boards

2300 Series Boards		
Repair N XCHG N	2348-010 Repair and return. 2348-010 Advance replacement.	474.00 600.00
Repair D XCHG D	2358-010 Repair and return. 2358-010 Advance replacement.	200.00 240.00
Memory Chips		
XCHG M	Memory Chip Advance replacement.	120.00

Telephone Entry System Circuit Board Upgrades

1800 Cellular Series Upgrade		
Code	Description	List
Upgrade 4G	1800 Voice + Data Board Upgrade Replaces 1800-010 cellular circuit board (Rev L – higher) with VoLTE enabled circuit board.	1200.00
Upgrade AP	1800 Access Plus Board Upgrade Replaces 1800-009 cellular circuit board (Rev L – higher) with VoLTE enabled circuit board.	1200.00
1830 Series Upgrade		
Upgrade M	1834 to 1835 Upgrade Replaces 1834 circuit board with the 1835 circuit board. Memory chip included.	1700.00
Upgrade K	1833, 1834, 1835, 1837, 1838 Board Upgrade Replaces older 1830 series circuit board with current 1830 series circuit board. Memory chip included.	1700.00
1862 Series Board Upgrades		
Upgrade N	1862 Board Upgrade Replaces older 1862 circuit board with current 1862 circuit board. Includes display and memory chips of same size as those in board being upgraded.	860.00
1871 Series Board Upgrades		
Upgrade J	1871 Board Upgrade Replaces 1871-010 circuit board (Rev AA – higher) with current 1871 circuit board.	1150.00
1970 Series Board Upgrades		
Upgrade J	1970 Board Upgrade Replaces 1970-010 circuit board (Rev S – higher) with current 1970 circuit board.	1150.00
Upgrade J	1971 Board Upgrade Replaces 1971-010 circuit board (Rev S – higher) with current 1971 circuit board.	1150.00

Access Control Products Circuit Boards

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
1500-009	Wiegand Keypads	All	No	No	New circuit board.
1500-010	1503, 1504	All	No	No	New circuit board.
1502-010	1502, 1504	All	No	No	New circuit board.
1503-010	1503, 1504	All	No	No	New circuit board.
1505-009	1520	A - D	No	No	
1505-009	1520	E - F	Yes	Yes	
1506-010	1506, 1504	A - K	No	No	
1506-010	1506, 1504	L - N	Yes	Yes	
1508-010	1508	All	No	No	Obsolete, no longer available.
1513-010	1513	A - B	No	No	
1513-010	1513	C - E	Yes	Yes	
1515-009	Wiegand Keypads	A - D	Yes	Yes	
1515-010	1515	A - B	No	No	
1515-010	1515	C - F	Yes	Yes	
1587-010	Printer Interface	All	No	No	Replace if faulty.
1588-010	1508	All	No	No	Obsolete, no longer available.
1589-010	1508	All	No	No	Obsolete, no longer available.
1596-010	1507, 1514	All	No	No	Obsolete, no longer available.
1597-010	Secondary Keypad Interface	All	No	No	Replace if faulty.
1599-010	1506, 1504	F - Higher	No	No	Replace if faulty.
2354-010	RS-485 Devices	A - G	No	No	RS-485 Wiegand Interface Board
2354-010	RS-485 Devices	H - I	Yes	Yes	RS-485 Wiegand Interface Board
8040-080	8040	A - D	No	No	
8040-080	8040	E - I	Yes	Yes	
8054-xxx	8054	A - G	Yes	Yes	
8055-xxx	8055	E	Yes	Yes	
8056-xxx	8056	All	No	No	Replace with 8040 receiver
8057-xxx	8057	A - G	No	No	
8057-xxx	8057	H - I	Yes	Yes	
8059-xxx	8059	All	No	No	Replace with 8040 receiver

Access Systems Major Components

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
1894-040	Color CCTV Camera	E or Higher	No	Yes	Cameras are sent to the vendor for warranty repair / replacement.
1812-145	Color CCTV Camera	E or Higher	No	Yes	
1812-147	Color CCTV Camera	E or Higher	No	Yes	

Access Control System Circuit Boards

1500 Series Boards		
Code	Description	List
Repair D XCHG D	1515-010 Repair and return. 1515-010 Advance replacement.	200.00 240.00
Repair D XCHG D	1506-010 Repair and return. 1506-010 Advance replacement.	200.00 240.00
Repair D XCHG D	1513-010 Repair and return. 1513-010 Advance replacement.	200.00 240.00
Repair D XCHG D	1505-009 Repair and return. 1505-009 Advance replacement.	200.00 240.00
2300 Series Boards		
Repair D XCHG D	2354-010 Repair and return. 2354-010 Advance replacement.	200.00 240.00

Gate Operator Circuit Boards

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
1473-010	1601, 1602, 1603 with convenience open option	All	Yes	Yes	Replaces 2340 circuit board. Use Kit P/N 1473-121.
1601-010	1601	E - AB	No	No	Replace with current production board.
1601-010	1601, 1602, 1603	AC - AJ	Yes	Yes	
2340-010	1601, 1602, 1603, 6100, 6300, 9150, 9300, 9310	All	No	No	Replace with 1473-121 board kit.
2355-010	1000	A - J	No	No	Replace with current production board.
2355-010	1000	K - O	Yes	Yes	Model 1000 Inverter circuit board.
4001-010	240, 480, 600, 800, 1000	All	No	No	Replace with new 4502-009 board.
4100-012	6524, 9024	Q - T	Yes	Yes	Use with Pre 2016 models only.
4100-018	6524, 9024	A - I	Yes	Yes	
4201-010	605, 805 mfg. prior to 6/93	All	No	No	Replace with new 4502-009 board (requires 4001-020 terminal strip and rewire).
4302-010	6002, 6003, 6004, 6400	M - O AA - AC	Yes	No	Contact Sales Dept.
4302-012	6002, 6003, 6004, 6005, 6400	F, M - T	Yes	Yes	Use with pre 2016 models only.
4302-018	6003, 6004, 6005, 6400	A - C	Yes	Yes	
4402-010	1150, 9200, 9300	B - L	No	No	Use with pre 2016 models only.
4402-010	1150, 9200, 9300	M - Higher	Yes	No	Use with pre 2016 models only.
4403-012	9310	C - N	No	No	Use with pre 2016 models only.
4403-012	9310	O - Higher	Yes	Yes	Use with pre 2016 models only.
4404-010	9210, 9220 9230, 9235, 9240, 9530 9550, 9555, 9575	AA - AB	Yes	No	Contact Sales Dept.
4404-012	9210, 9220 9230, 9235, 9240, 9530 9550, 9555, 9575	B - F	No	No	Use with Pre 2016 models only.
4404-012	9210, 9220 9230, 9235, 9240, 9530 9550, 9555, 9575	G - Higher	Yes	Yes	Use with Pre 2016 models only.
4404-018	9210, 9220 9230, 9235, 9240, 9530 9550, 9555, 9570, 9575, 9590, 9595	All	Yes	Yes	
4405-010	6500, 6550, 9000	AA - AB	Yes	No	Contact Sales Dept.
4405-012	1175, 6500, 6550, 9000	A - H	No	NO	Use with Pre 2016 models only.
4405-012	1175, 6500, 6550, 9000	I - Higher	Yes	Yes	Use with Pre 2016 models only.
4405-018	1175, 6500, 6550, 9000	All	Yes	Yes	

Gate Operator Circuit Boards

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
4501-010	240, 480, 600, 601, 602, 605,610, 615, 620, 625, 805, 810, 815	All	No	No	Replace with 4502-009.
4502-009	240, 480, 600, 601, 602, 605,610, 615, 620, 625, 805, 810, 815	N - Higher	Yes	Yes	
4502-010	6050, 6100, 6300	AA - AC	Yes	No	Contact Sales Dept.
4502-012	6050, 6100, 6300	A - N	No	No	Use with Pre 2016 models only.
4502-012	6050, 6100, 6300	O or Higher	Yes	Yes	Use with Pre 2016 models only.
4502-018	6050, 6100, 6300	All	Yes	Yes	
4601-010	910, 915, 920, 1100	All	No	No	Replace with 4602-009.
4602-009	910, 915, 920, 1100	S - Higher	Yes	Yes	
4602-010	9100, 9150	AA - AB	Yes	No	Contact Sales Dept.
4602-012	9100, 9150	A - S	No	No	Use with Pre 2016 models only.
4602-012	9100, 9150	T or Higher	Yes	Yes	Use with Pre 2016 models only.
4602-018	9100, 9150	All	Yes	Yes	
4701-010	905, 907	All	No	No	Replace with 4702-009.
4702-009	905, 907	J - Higher	Yes	Yes	
4702-010	9050, 9070	AA - AB	Yes	No	Contact Sales Dept.
4702-012	9050, 9070	A - H	No	No	Use with pre 2016 models only.
4702-012	9050, 9070	I or Higher	Yes	Yes	Use with pre 2016 models only.
4702-018	9050	All	Yes	Yes	

Gate Operator Circuit Boards

Swing Gate Operators		
Code	Description	List
Repair A	4302 All boards - Repair and return.	300.00
XCHG A	4302 All boards - Advance replacement.	380.00
Repair A	4405 All boards - Repair and return.	300.00
XCHG A	4405 All boards - Advance replacement (Rev M and higher only).	380.00
Repair A	4502 All boards - Repair and return.	300.00
XCHG A	4502 All boards - Advance replacement.	380.00
Slide Gate Operators		
Repair A	4402 All boards - Repair and return.	300.00
XCHG A	4402 All boards - Advance replacement.	380.00
Repair A	4403 All boards - Repair and return.	300.00
XCHG A	4403 All boards - Advance replacement.	380.00
Repair A	4404 All boards - Repair and return.	300.00
XCHG A	4404 All boards - Advance replacement.	380.00
Repair A	4602 All boards - Repair and return.	300.00
XCHG A	4602 All boards - Advance replacement.	380.00
Repair A	4702 All boards - Repair and return.	300.00
XCHG A	4702 All boards - Advance replacement.	380.00
Barrier and Overhead Gate Operators		
Repair A	1601 All boards - Repair and return.	300.00
XCHG A	1601 All boards - Advance replacement (Rev W and higher only).	380.00
Repair A	4402 All boards (1150 operator) - Repair and return.	300.00
XCHG A	4402 All boards (1150 operator) - Advance replacement.	380.00
Repair A	4405 All boards (1175 operator) - Repair and return.	300.00
XCHG A	4405 All boards (1175 operator) - Advance replacement.	380.00
Power Inverter / Backup		
Repair D	2355-010 Repair and return.	200.00
XCHG D	2355-010 Advance replacement (Rev W and higher only).	240.00

Counter and Accessory Boards

Accessory Boards		
Repair D	1473-010 Repair and return.	200.00
XCHG D	1473-010 Advance replacement.	240.00
Repair D	2355-010 Repair and return.	200.00
XCHG D	2355-010 Advance replacement.	240.00

Loop Detectors

Circuit Board	Model(s) Used On	REV	Options Available		Notes
			Repair	Advance	
9409-010	Loop Detector	A - G	No	No	Replace detector.
9409-010	Loop Detector	H - Higher	No	Yes	
9410-010	Loop Detector	A - G	No	No	Replace detector.
9410-010	Loop Detector	H - Higher	No	Yes	
9411-010	Loop Detector	All	No	Yes	
9415-010	Loop Detector	All	No	Yes	
9416-010	Loop Detector	All	No	Yes	

Loop Detector Boards		
Code	Description	List
XCHG E	9409-010 Advance replacement.	140.00
XCHG E	9410-010 Advance replacement.	140.00

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