

Product Returns (RMA) Pricing

Please contact Customer Service with any questions or concerns.

Email: customerservice@codeblue.com

Phone: 800-205-7186

Configuration Abbreviations Keys

Centry® Configurations Key

Abbr	Model	Components
-s	Single button	1 Ringlit button
-d	Double button	2 Ringlit buttons
-sc	Single button with camera	1 Ringlit button 1 Faceplate camera
-dc	Double button with camera	2 Ringlit buttons 1 Faceplate camera
RE	Red Emergency	Red “Emergency” text
BA	Black Assistance	Black “Assistance” text


LS2000 Configurations Key

Abbr	Model	Components
-h	Handset	1 Ringlit button
-hv	Handset, Volume	2 Ringlit buttons
-hk	Handset, Keypad	1 Ringlit button 1 Faceplate camera
-hvk	Handset, Volume, Keypad	2 Ringlit buttons 1 Faceplate camera


Enclosure Speakerphone Configurations Key

Abbr	Model	Components
-s	Single button	1 Lg bezel button*
-d	Double button	1 Lg bezel button* 1 Sm “INFO” button
-k	Keypad	1 Lg bezel button* 1 Sm “INFO” button 1 Keypad
-sc	Single button with Camera	1 Lg bezel button* 1 Faceplate Camera
-dc	Double button with Camera	1 Lg bezel button* 1 Sm “INFO” button 1 Faceplate Camera
-kc	Keypad with Camera	1 Lg bezel button* 1 Sm “INFO” button 1 Keypad 1 Faceplate Camera
PFH	Push for Help	Lg “PUSH FOR HELP” bezel text
EM	Emergency	Lg “EMERGENCY” bezel text
AS	Assistance	Lg “ASSISTANCE” bezel text
EE	Emergency/ Emergencia	Lg “EMERGENCY/ EMERGENCIA” bezel text


IP2500 Configurations Key

Abbr	Model	Components
-s	Single button	1 Lg bezel button*
-d	Double button	1 Lg bezel button* 1 Sm “INFO” bezel button

Repair & Return

RMA Bench Fees

NOTE: When products are returned to Code Blue and there is no defect found (NDF), there will be a \$100 list bench fee charge per item for review and testing. For example, a phone is returned and out of warranty. Upon testing, the phone is found to work without issue. The phone will have a \$100 NDF charge.

Part #	Category	Item	MSRP	Discountable
41120	Service	No Defect Found (NDF) Bench Fee	\$100	No
41118	Service	Phone In-Warranty Inspection or Repair	\$0	No
41119	Service	RMA Hourly Rate	\$100/hr	No

Phone Repairs (Out-of-Warranty)

Minor Repairs - Individual Components

Part #	Category	Item	MSRP	Discountable
41123	Service	Phone Out-of-Warranty Components: • Button • Keypad • Faceplate • Camera • Bezel	\$50 each	No
41125	Service	Centry® Out-of-Warranty Components: • Button • Faceplate • Camera	\$200 each	No

Major Repair - Full PCB Board



LS1000 VoIP Speakerphone


Part #	Category	Item	MSRP	Discountable
50351	Service	LS1000-s	\$1,250	No
50352	Service	LS1000-d	\$1,365	No
50353	Service	LS1000-k	\$1,480	No
50361	Service	LS1000-sc	\$1,310	No
50362	Service	LS1000-dc	\$1,420	No
50363	Service	LS1000-kc	\$1,535	No





LS2000 Handset Phone


Part #	Category	Item	MSRP	Discountable
50354	Service	LS2000-h	\$1,250	No
50355	Service	LS2000-d	\$1,310	No
50356	Service	LS2000-k	\$1,365	No
50357	Service	LS2000-kp	\$1,420	No

	IP5000 VoIP Speakerphone				
	Part #	Category	Item	MSRP	Discountable
	50181	Service	IP5000-s	\$1,250	No
	50182	Service	IP5000-d	\$1,365	No
50183	Service	IP5000-k	\$1,480	No	

	IA4100 Analog Speakerphone				
	Part #	Category	Item	MSRP	Discountable
	50184	Service	IA4100-s	\$680	No
	50185	Service	IA4100-d	\$755	No
50186	Service	IA4100-k	\$795	No	

	Centry® VoIP Speakerphone				
	Part #	Category	Item	MSRP	Discountable
	41126	Service	Centry	\$1,275	No

	IP2500/2501 VoIP Speakerphone				
	Part #	Category	Item	MSRP	Discountable
	50191	Service	IP2501-s	\$665	No
	50192	Service	IP2501-d	\$740	No
	50193	Service	IP2500-s	\$650	No
50194	Service	IP2500-d	\$710	No	

	IP1500/1501 VoIP Speakerphone				
	Part #	Category	Item	MSRP	Discountable
	50195	Service	IP1500 (surface-mount model)	\$485	No
50196	Service	IP1501 (flush-mount model)	\$500	No	

Networking Repairs (Out-of-Warranty)

ToolVox				
Part #	Category	Item	MSRP	Discountable
40500	Networking	Reconditioned ToolVox Svr 4U	\$3,695	No
49010	Networking	Reconditioned ToolVox X3	\$3,695	No
49011	Networking	ToolVox X3 Media Gateway	\$500	No
40556	Networking	ToolVox Power Supply Standard	\$250	No
40557	Networking	ToolVox Power Supply Advanced	\$950	No

Fusion Server				
Part #	Category	Item	MSRP	Discountable
SLNP0152	Networking	Reconditioned Fusion Server Appliance	\$6,495	No

Lighting (Out-of-Warranty)

Strobes				
Part #	Category	Item	MSRP	Discountable
41269	Lighting	Reconditioned S-1000 Strobe	\$348	No
41273	Lighting	Reconditioned S-2000 Strobe	\$309	No
41274	Lighting	Reconditioned A-700 Area Light	\$530	No

Advance Replacement

Reconditioned Replacement Phones



Reconditioned LS1000 VoIP Speakerphone

Part #	Category	Item	MSRP	Discountable
50501	Phone	Reconditioned LS1000-s PFH	\$1,650	Yes
50502	Phone	Reconditioned LS1000-d PFH	\$1,800	Yes
50503	Phone	Reconditioned LS1000-k PFH	\$1,950	Yes
50504	Phone	Reconditioned LS1000-s EM	\$1,720	Yes
50505	Phone	Reconditioned LS1000-d EM	\$1,870	Yes
50506	Phone	Reconditioned LS1000-k EM	\$2,020	Yes
50507	Phone	Reconditioned LS1000-s AS	\$1,720	Yes
50508	Phone	Reconditioned LS1000-d-AS	\$1,870	Yes
50509	Phone	Reconditioned LS1000-k-AS	\$2,020	Yes
With Faceplate Camera				
50531	Phone	Reconditioned LS1000-sc PFH	\$1,725	Yes
50532	Phone	Reconditioned LS1000-dc PFH	\$1,875	Yes
50533	Phone	Reconditioned LS1000-kc PFH	\$2,025	Yes
50534	Phone	Reconditioned LS1000-sc EM	\$1,795	Yes
50535	Phone	Reconditioned LS1000-dc EM	\$1,945	Yes
50536	Phone	Reconditioned LS1000-kc EM	\$2,095	Yes
50537	Phone	Reconditioned LS1000-sc AS	\$1,795	Yes
50538	Phone	Reconditioned LS1000-dc-AS	\$1,945	Yes
50539	Phone	Reconditioned LS1000-kc-AS	\$2,095	Yes



Reconditioned LS2000 Handset Phone

Part #	Category	Item	MSRP	Discountable
50601	Phone	Reconditioned LS2000-h	\$1,650	Yes
50602	Phone	Reconditioned LS2000-hv	\$1,720	Yes
50603	Phone	Reconditioned LS2000-hk	\$1,800	Yes
50604	Phone	Reconditioned LS2000-hvk	\$1,870	Yes


Reconditioned IP5000 VoIP Speakerphone


Part #	Category	Item	MSRP	Discountable
50301	Phone	Reconditioned IP5000-s PFH	\$1,650	Yes
50302	Phone	Reconditioned IP5000-d PFH	\$1,800	Yes
50303	Phone	Reconditioned IP5000-k PFH	\$1,950	Yes
50304	Phone	Reconditioned IP5000-s EM	\$1,720	Yes
50305	Phone	Reconditioned IP5000-d EM	\$1,870	Yes
50306	Phone	Reconditioned IP5000-k EM	\$2,020	Yes
50307	Phone	Reconditioned IP5000-s EE	\$1,720	Yes
50308	Phone	Reconditioned IP5000-d-EE	\$1,870	Yes
50309	Phone	Reconditioned IP5000-k-EE	\$2,020	Yes



Reconditioned IA4100 Analog Speakerphone

Part #	Category	Item	MSRP	Discountable
50201	Phone	Reconditioned IA4100-s	\$900	Yes
50202	Phone	Reconditioned IA4100-d	\$995	Yes
50203	Phone	Reconditioned IA4100-k	\$1,050	Yes
50204	Phone	Reconditioned IA4100-s EB	\$970	Yes
50205	Phone	Reconditioned IA4100-d EB	\$1,070	Yes
50206	Phone	Reconditioned IA4100-k EB	\$1,120	Yes
50207	Phone	Reconditioned IA4100-s EE	\$970	Yes
50208	Phone	Reconditioned IA4100-d EE	\$1,070	Yes
50209	Phone	Reconditioned IA4100-k EE	\$1,120	Yes
50210	Phone	Reconditioned IA4100-s PFH Recessed Button	\$970	Yes


Reconditioned Centry® VoIP Speakerphone

Part #	Category	Item	MSRP	Discountable
51311	Phone	Reconditioned Centry-s Surface (RE)	\$1,405	Yes
51312	Phone	Reconditioned Centry-s Surface (BA)	\$1,405	Yes
51313	Phone	Reconditioned Centry-d Surface (RE, BA)	\$1,480	Yes
51314	Phone	Reconditioned Centry-s Flush (RE)	\$1,390	Yes
51315	Phone	Reconditioned Centry-s Flush (BA)	\$1,460	Yes
51316	Phone	Reconditioned Centry-d Flush (RE, BA)	\$1,460	Yes
With Faceplate Camera				
51301	Phone	Reconditioned Centry-sc Surface (RE)	\$1,560	Yes
51302	Phone	Reconditioned Centry-sc Surface (BA)	\$1,560	Yes
51303	Phone	Reconditioned Centry-dc Surface (RE, BA)	\$1,675	Yes
51304	Phone	Reconditioned Centry-sc Flush (RE)	\$1,540	Yes
51305	Phone	Reconditioned Centry-sc Flush (BA)	\$1,540	Yes
51306	Phone	Reconditioned Centry-dc Flush (RE, BA)	\$1,665	Yes

 Reconditioned IP2500 VoIP Speakerphone					
Part #	Category	Item	MSRP	Discountable	
51101	Phone	Reconditioned IP2500-s	\$860	Yes	
51102	Phone	Reconditioned IP2501-s	\$875	Yes	
51121	Phone	Reconditioned IP2500-d	\$935	Yes	
51122	Phone	Reconditioned IP2501-d	\$970	Yes	

 Reconditioned IP1500 VoIP Speakerphone					
Part #	Category	Item	MSRP	Discountable	
50401	Phone	Reconditioned IP1500	\$675	Yes	
50402	Phone	Reconditioned IP1501	\$660	Yes	

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