



## Enterprise Mobility Services Warranty Coverage Description

During the warranty period, Symbol Technologies, Inc., the Enterprise Mobility business of Motorola, Inc. (Motorola), will repair or replace defective products returned to Motorola's warranty repair facility. Warranty provides for product repair and is limited to:

- Repair, alignment and adjustment to original manufacturing specifications of any covered product(s) that malfunctions due to a manufacturing defect while being used within the operational and environmental parameters specified by Motorola.
- Product updates, if applicable, as defined occasionally by Motorola Engineering Change Notices, applied at Motorola's discretion.
- Standard warranty repair with a turnaround target of 10 business days from the date the product is received by Motorola. Turnaround times are not a guarantee and are exclusive of shipping time. From time to time, specific products may be excluded from the 10-day warranty turnaround target.

If a product is replaced under warranty, Motorola will:

- Replace the product with the same configuration or equivalent as directed by Motorola.
- Inform the customer which serial number and model configuration Motorola took out of service.
- Inform the customer of the serial number and model configuration Motorola sent as a replacement.

Customer accepts full responsibility for its software and data, including the appropriate backup thereof.

Motorola may use new or refurbished parts at its discretion and will own all parts removed from repaired products.

Motorola's complete warranty can be viewed at: [www.symbol.com/warranty](http://www.symbol.com/warranty). Repair or replacement of a product during the warranty period will not extend the original warranty term. Motorola Enterprise Mobility Services offers service and support programs that can be implemented to meet customers' business requirements, available at a discount during the warranty period. For complete details, visit: [www.symbol.com/services](http://www.symbol.com/services).

### Warranty does not include, among other things:

- Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, print heads, carrying cases, paper, diskettes, tapes, ribbons and RFID tags
- Service or repair due to normal wear and tear
- Non-remedial work, including but not limited to firmware or protocol upgrades, reprogramming, and product configuration
- Repair of non-covered products
- Repair of problems caused by physical damage, operator error, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters, including but not limited to:
  - Excessive dirt or contamination affecting performance
  - Spillage of liquids and other foreign substances on products
  - Unapproved modification of products
  - Disassembled products
  - Defacement of manufacturing labels
  - Scratched, contaminated and/or damaged optical components
  - Loose or missing parts
  - Broken, cracked, disfigured, scratched displays, windows, housings or triggers
  - Broken or cracked plastic parts (internal or external)
  - Torn gaskets, seals, o-rings or other flexible parts
  - Damaged external cables
  - Torn keypads
  - Batteries with insufficient capacity affecting performance
  - Use of abrasive cleaners or other unapproved cleaning materials
  - Improper use of products
  - Connection of products to an unapproved host device
  - Connection of products to an unapproved power source
  - Products that have been opened by unauthorized personnel
  - Products that have been serviced by unauthorized personnel
  - Damaged touch screen displays due to use of unauthorized stylus (pens)
  - Charred or melted products and/or parts
  - Products exposed to environments beyond specification
  - Products exposed to natural disaster(s)
  - Use of parts or accessories not approved or supplied by Motorola
  - Repairs necessitated due to the use of non-UL-certified or non-Motorola-certified batteries or accessories

### Repair Services Warranty

The repair services provided are warranted against defects in workmanship and materials on the repaired component of the product for a period of 30 days from the shipment date of the repaired product, or until the end of the original warranty period, whichever is longer.

### Warranty Request Overview

For warranty service in the U.S. and EMEA, a Return Material Authorization (RMA) number is required to initiate warranty repair. To enter an RMA (repair request) through Motorola's customer web portal and link to Motorola service records for your company, you must complete a one-time online registration to receive a user ID and password that you will use each time you visit the site. First, access the registration form at: [www.symbol.com/services/registration/registration.html](http://www.symbol.com/services/registration/registration.html). Complete and submit the form. You will receive a confirmation e-mail with your user ID and password, which you can then use to log into Motorola's Online RMA Web site: [www.symbol.com/rma](http://www.symbol.com/rma). If you have any questions about the RMA process or registration, please send an e-mail to [symcare@symbol.com](mailto:symcare@symbol.com). Customers outside of the U.S. and EMEA can contact a local Motorola office or support center by visiting: [www.symbol.com/contactsupport](http://www.symbol.com/contactsupport). If warranty service is required, Motorola will issue a Return Material Authorization number. Products must be shipped in the original or comparable packaging, shipping and insurance charges prepaid. Motorola will ship the repaired or replacement product freight and insurance prepaid.