

Product Warranty Information

Types of Warranty

Standard Warranty Motorola has a 12 month return to depot warranty from date of sale from Motorola (with exception to those listed below). Repair Response is 10 working days from receipt to dispatch.

DOA Warranty A DOA (Defect On Arrival) warranty is a product failure within 5 working days of installation. If a unit is DOA, it needs to be returned via the Sales Channel.

Repeat Repair Warranty A Repeat Repair is the same product failure occurring within 30 days of the repair being shipped. Repair Response is 10 working days from receipt to dispatch.

Product Exceptions

Warranty Period

LS22xx / LS4208 / DS67xx / DS4208	5 years
LS7708 / LS3408 / LS3478 / DS3478/MT2090 / DS9208 / LI4278 / LS3758	3 years
LS4278 / STB3478 / STB4278 / M2007 / DS3408 / FLB3478 / LS3408 / STB2000 4 Slot	3 years
LS9208	2.5 years
LS9203	2 years
LS40xx	2 years
VC5xx / VC50xx keyboard / LS3xxx / RS409 / CB3000 / WT4xxx / FR6xxx / RFSXXX	1 year
MC90xx / MC30xx / MC31xx / MC70xx / MC75xx/ MC35 / MC55 / MC17/ MC91xx	1 year
Batteries	1 year
CHSxx / SACxx / ADP9000 /MC90xx/ Keyboards / VCDxxx / MDM	90 days
Single & 4-slot cradles	90 days
Non serialized accessories	30 days
Serialized accessories	90 days

Terms of Warranty

The warranty on any product deemed by Motorola to have been modified or dismantled, without the prior consent of Motorola, will be considered void.

Similarly, warranty on any products damaged through misuse or customer abuse will also be considered void.

Warranty Coverage

During the warranty period, Motorola will repair or replace defective products returned to Motorola's warranty repair facility. Motorola will use new or refurbished parts at its discretion and will own all parts removed from repaired products.

Warranty provides for the repair of the product 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 from time to time by a Motorola Engineering Change Order, applied at Motorola's discretion.
- Standard warranty repair with turnaround of 10 business days from the date the product is received by Motorola. Turn-around times are best effort, not a guarantee, and are exclusive of shipping time. From time to time, specific products may be excluded from the 10-day turnaround target.

If 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 we took out of service
- Inform the customer of the serial number and model configuration we sent as replacement

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

Repair or replacement of a product during warranty will not extend the original warranty term. Motorola Enterprise Mobility Services offers Service Center and On Site Support programs that can be implemented to meet customer's business requirements, available at a substantial discount during warranty period.

Warranty does not include, among other things:

- Replacement of consumable parts or accessories, as defined by product, which include but are not limited to batteries, cables, print heads, carrying cases, paper, diskettes, tapes, ribbons, etc.
- Service or repair due to normal wear & tear
- 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 product
 - Disassembled product
 - Defacement of manufacturing labels
 - Scratched, contaminated, and or damaged optical components
 - Loose or missing parts
 - Broken, cracked, disfigured 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
 - Low charged batteries affecting performance
 - Use of abrasive cleaners or other unapproved cleaning materials
 - Improper use of product
 - Connection of product to an unapproved host device
 - Connection of product to unapproved power source
 - Product that has been opened by unauthorized personnel
 - Product that has been serviced by unauthorized personnel
 - Damaged touch screen displays due to use of unauthorized stylus (pens)
 - Charred or melted product and/or parts
 - Product exposed to environments beyond specification
 - Products exposed to natural disaster
 - Use of parts or accessories not approved or supplied by Motorola
 - Repairs necessitated due to the use of non-UL or non-Motorola certified batteries or accessories.
- Non-remedial work such as but not limited to firmware or protocol upgrades, reprogramming, and product configuration.
- Repair of non-covered products.