

During the warranty period, Symbol Technologies, Inc., a subsidiary of Motorola Solutions, 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.motorolasolutions.com/enterprise/services](http://www.motorolasolutions.com/enterprise/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
- Full access to technical telephone/e-mail support (with the exception of reporting and verifying non-conformance issues)
- 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., Europe, the Middle East and Africa (EMEA) and Asia Pacific (APAC), 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: <http://www.motorola.com/Business/US-EN/Support/Online+RMA/Request+Authentication+Code>. 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 website: <http://mysymbolcare.symbol.com>. If you have any questions about the RMA process or registration, please send an e-mail to: [SymCare@motorolasolutions.com](mailto:SymCare@motorolasolutions.com). To contact a local Motorola office or support center, visit: <http://www.motorola.com/enterprisemobility/contactus>. 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.

#### **Symbol Technologies, Inc., a subsidiary of Motorola Solutions, Inc.**

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# Motorola Product Warranty

## Product Support

a. Unless a different period is specified for a particular hardware Product at [www.motorolasolutions.com](http://www.motorolasolutions.com), or in a sales agreement between Seller and customer, or in the published specification sheet for the hardware Product, Seller's hardware Products are generally warranted against defects in workmanship and materials for a period of twelve (12) months from the date of shipment, provided the Product remains unmodified and is operated under normal and proper conditions. Warranty provisions and durations on integrated installed systems, Product modified or designed to meet specific customer specifications ("Custom Products"), Product accessories, remanufactured products, reconditioned or upgraded products, and software shall be as provided in the particular Product documentation in effect at the time of purchase or in the accompanying software license. All access point hardware Products are delivered with a limited lifetime warranty. Unless otherwise so provided: (i) and excepting all software included with infrastructure hardware Products, where the warranty period for such software is ninety (90) days, the warranty period for computer programs in machine-readable form included in a hardware Product, which are essential for the functionality thereof as specifically stated in the published Product specifications ("Core Product Software") will be coincident with the warranty period of the hardware Product. Software patches, bug fixes, updates or workarounds do not extend the original warranty period; and (ii) Accessories that contain a serial number, such as adaptors, cradles and certain power supplies ("Serialized Accessories") carry a warranty term of ninety (90) days from the date of shipment and non-serialized accessories, such as cables and product stands/holders (excluding consumables) are warranted for a period of thirty (30) days from date of shipment by Seller.

b. Products may be serviced or manufactured with parts, components, or subassemblies that originate from returned products and that have been tested as meeting applicable specifications for equivalent new material and Products.

c. The sole obligation of Seller for defective hardware Products is limited to repair or replacement (at Seller's option) on a "return to service depot" basis with prior Seller authorization. Customer is responsible for shipment to the Seller and assumes all costs and risks associated with this transportation; return shipment to the Customer will be at Seller's expense. Customer shall be responsible for return shipment charges for Product returned where Seller determines there is no defect ("No Defect Found"), or for Product returned that Seller determines is not eligible for warranty repair. No charge will be made to Buyer for replacement parts for warranty repairs. Seller is not responsible for any damage to or loss of any software programs, data or removable data storage media, or the restoration or reinstallation of any software programs or data other than the software, if any, installed by Seller during manufacture of the Product. Seller's sole obligation for software that when properly installed and used does not substantially conform to the published specifications in effect when the software is first shipped by Seller, is to use commercially reasonable efforts to correct any reproducible material non conformity (as determined by Seller at its sole discretion) by providing Buyer with: (a) telephone or e-mail access to report non conformance so that Seller can verify reproducibility; (b) a software patch or bug-fix, if available, or a workaround to bypass the issue, if available; and (c) where applicable, replacement of damaged or defective external media, such as a CD-ROM disk, on which the software was originally delivered. Seller does not warrant that the use of the software will be uninterrupted, error-free, free of security vulnerabilities, or that the software will meet Buyer's particular requirements. Purchaser's sole and exclusive remedy for breach of this warranty is, at Seller's option, to receive (i) suitably modified software, or part thereof, or (ii) comparable replacement software or part thereof.

d. The above warranty provisions shall not apply to any hardware or software Product (including Core Product software) (i) which has been repaired, tampered with, altered or modified, except by Seller; (ii) in which the defects or damage to such Product result from normal wear and tear, misuse, negligence, improper storage, water or other liquids, battery leakage, use of parts or accessories not approved or supplied by Seller, or failure to perform operator handling and scheduled maintenance instructions supplied by Seller; or (iii) which has been subjected to unusual physical or electrical stress, abuse, or accident, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product specification; nor shall the above warranty provisions apply to any expendable or consumable items, such as batteries, supplied with the Product.

EXCEPT FOR THE WARRANTY OF TITLE AND THE EXPRESS WARRANTIES STATED ABOVE, SELLER DISCLAIMS ALL WARRANTIES ON PRODUCTS FURNISHED HEREUNDER, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. THE REMEDY SET FORTH IN THIS SECTION IS BUYER'S SOLE AND EXCLUSIVE REMEDY FOR WARRANTY CLAIMS, AND IS EXPRESSLY IN LIEU OF ALL OTHER REMEDIES THAT MAY BE AVAILABLE TO BUYER AT LAW OR IN EQUITY.

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