

**WHAT WE WILL PROVIDE**

Comprehensive warranty coverage is provided for the Motorola DS4208-HC Wired Hand Scanner and Intellistand when purchased from Codonics Inc. Coverage warrants against defects in materials and workmanship, normal wear and tear, as well as accidental breakage for fifteen (15) months from the date of original shipment from Codonics. This warranty provides for the replacement of the component with a new or reconditioned component should the end user, after a failure, be unable to return the unit to correct operating condition through taking the steps identified in the troubleshooting section of the Wired Hand Scanner Technical Brief and after performing troubleshooting with Codonics Technical Support. Limitations apply. The replacement of the component with a new or reconditioned component is solely at the discretion of Codonics. This warranty provides coverage for the affected item with replacement components dispatched from regionally located facilities.

This warranty is applicable in Canada, China, European Union Member States (27), Israel, Japan, Kuwait, Saudi Arabia, United Arab Emirates, South Africa, and the United States of America (50). This warranty may also be applicable in other countries and a complete list may be obtained by contacting your Codonics sales representative. In those countries where this warranty is not applicable, please contact Codonics Technical Support for available warranty options.

**REQUIRED PROCESS**

The customer reports a component problem to the supplier they purchased the component from. Depending on the geographic territory, the supplier may be Codonics. The supplier handles front line technical support. In the event that the supplier is unable to resolve the difficulty, contact is made with Codonics. Codonics Technical Support personnel will analyze the service needs, assist the supplier technical personnel to troubleshoot the problem and, if necessary, will arrange for an exchange component to be shipped to the customer site. The serial number and location of the unit must be provided to Codonics Technical Support in order to verify product specific warranty status and eligibility.

An exchange component will ship using priority service within one business day if the request for swap is received by the regional cut-off time, otherwise, the exchange will be sent out the following business day. Time of delivery to the customer site is determined by overnight courier transportation limitations. Regional cut-off times:

United States	5:00 pm (EST)
Canada	2:00 pm (EST)
EMEA	11:00 am (CET)
Japan	11:00 am (JST)
China	11:00 am (CST)

The customer is responsible for any damage, cosmetic or otherwise, as a result of misuse or improper packaging. If a component is returned with damage not covered under the warranty, Codonics will invoice the customer for a new component. Examples of damage not covered by the warranty are: unit not returned in the original packaging container or not packed correctly, severe damage caused by unintended use, and non-removable hospital asset labels or markings. The failed component, once repaired, becomes the property of Codonics.

Failure to use proper packaging material, identification with a Return Material Authorization (RMA) number, and inclusion of the provided packing slip may result in components being rejected at the service center and a billable charge being incurred.

Should your component require service, an exchange component will be provided. Once the exchange unit is received, return the failed component in the provided return package within thirty (30) days along with the packing list that was emailed or faxed from Codonics Technical Support. Codonics will invoice the customer for a new component if the failed component is not returned within thirty (30) days.

Customers in EMEA are responsible for the cost of shipping to the local Motorola offices or a third party collection point, unless there is no in-country delivery location. Return shipping information is provided with the exchange component. Other shipping limitations or costs may apply based on regional requirements.

**REPAIR SERVICE WARRANTY**

The repair services provided are warranted for a period of thirty (30) days from shipment date of the repaired component, or until the end of the original warranty period, whichever is longer.

**LIMITATIONS**

This warranty does not apply in all countries and/or if the product has been damaged by misuse, abuse, incorrect installation, unauthorized modifications, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, cosmetic imperfections not affecting functionality, interaction with non-compliant USB2.0 devices, or service other than by Codonics authorized personnel. This warranty does not include cables connected to or from the component.

No other express warranty is given. The repair or replacement of a product or component is your exclusive remedy. EXCEPT FOR WARRANTIES CONTAINED HEREIN, CODONICS INC. DISCLAIMS ALL WARRANTIES ON THE PRODUCTS FURNISHED HEREUNDER, INCLUDING ANY AND ALL IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS.

Some states, provinces, or countries prohibit limitations on the length of an implied warranty; therefore, the above-cited limitations may not be applicable to you. IN NO EVENT SHALL CODONICS INC. BE LIABLE FOR CONSEQUENTIAL DAMAGES.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state, province to province, or country to country.

Products are sold on the basis of the specifications applicable at the time of manufacture. Codonics Inc. shall have no obligation to modify or update products once sold.

NO AGENT, REPRESENTATIVE, DEALER, OR EMPLOYEE OF THE COMPANY HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OF THE WARRANTY.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, province to province, or country to country.

## **VERIFICATION OF WARRANTY STATUS**

The customer or supplier shall contact Codonics, as applicable, providing the failing component's serial number, location, and information regarding the troubleshooting that was performed. Codonics Technical Support personnel will advise as to warranty status and if appropriate, will initiate warranty action. A replacement component will not be dispatched unless legitimate troubleshooting is performed and accepted by Codonics. Codonics reserves the right to have its Technical Support Personnel contact the user to verify or perform troubleshooting if it is determined to be appropriate.

## **IMPORTANT NOTE**

In the event that a component returned under this program is evaluated and found to not have any functional problem, investigation may be made into the reason. Codonics may, in the event of misuse or abuse of the system, invoice the customer for the costs incurred for the return and evaluation of the component, require that any subsequent swaps for the customer site be approved in writing by Codonics Inc., and/or void the warranty.

Some states, provinces, or countries prohibit the exclusion or limitation of incidental or consequential damages; therefore, the above limitation or exclusion may not apply to you.

The customer is responsible for any freight costs or packaging required to repair this product out of warranty.

For ordering additional warranties for your product please visit [www.codonics.com](http://www.codonics.com), or email [support@codonics.com](mailto:support@codonics.com), or contact your Codonics sales representative.

## **CONTACTING CODONICS**

Codonics Technical Support (English speaking) is available 24 hours per day. Telephone hotline support Domestic: 800.444.1198 or International: +1.440.243.1198. By email: [support@codonics.com](mailto:support@codonics.com).

Codonics Europe, Middle East, and Africa support may be contacted using +3 51 217 721 050. By email: [EU-Support@codonics.com](mailto:EU-Support@codonics.com).

Codonics Japan may be contacted using +81 (0) 3-5730-2297, or by email to [cj-support@codonics.com](mailto:cj-support@codonics.com).

Codonics China may be contacted using, in China, 800.820.8635, or by email to [chinasupport@codonics.com](mailto:chinasupport@codonics.com).

Problem reports and software updates are available by contacting email address: [support@codonics.com](mailto:support@codonics.com).