

Reduce Total Cost of Ownership

The units under CipherLab's service program are serviced and returned under a rapid timetable which gives you a reliable way of eliminatingowntime and failure expenses. You benefit more than just instant gratification, but also reducing cost of maintenances and replacements in the long run.

| | | CipherLab Service Advantage™ | | | |
|------------------------------|---|--|--|--|--|
| | | Standard | Extended | Essential | Premium |
| Contract Length | | 1 Year | 2, 3 and 4 years | 3 and 5 years | 3 and 5 years |
| General Coverage | Warranty Repair | ✓ | ✓ | ✓ | ✓ |
| | Normal Wear and Tear | - | - | ✓ | ✓ |
| | Accidental Damage | - | - | ✓ | ✓ |
| | All Material Parts and Labor | - | - | ✓ | ✓ |
| | Device Diagnostic Tool ¹ | ✓ | ✓ | ✓ | ✓ |
| Software Updates | Android Updates / Patches | ✓ | ✓ | ✓ | ✓ |
| | Android Version Upgrade | Optional | Optional | ✓ | ✓ |
| | CipherLab ReMoCloud™ | - | - | ReMoCloud (Standard) | ReMoCloud (Standard) |
| | Zero-touch Enrollment | - | - | ✓ | ✓ |
| | Standard Device Commissioning | Optional | Optional | ✓ | ✓ |
| Turnaround Time and Shipping | Repair Turnaround Time | 7 business days after received by service center | 5 business days after received by service center | 3 business days after received by service center | 2 business days after received by service center |
| | Shipment | Receiving | - | - | ✓ |
| | | Return | ✓ | ✓ | ✓ |
| | Worry-Free Same Problem after Repair within 90 Days | ✓ | ✓ | ✓ | ✓ |
| Add-on Services | Battery Insurance | - | - | Optional | Optional |
| | Replacement Device | - | - | - | Optional |
| | Spare Pool Service | - | - | - | Optional |
| Technical Support | | ✓ | ✓ | ✓ | ✓ |

1. The device diagnostic tool is available for RK95 and RS35 only.
2. The rights of explanation for the terms regarding the defects and repairs shall be reserved by CipherLab.
3. Service availability may vary by country. Please contact your CipherLab representative for a list of CipherLab mobile computers eligible for CipherLab Service Advantage.
4. When it is in need of repair, please log in CipherLab RMA System, <http://e-rma.cipherlab.com.tw>, and fill in an RMA request form.
5. Accessories are provided with an extended warranty of 3 months.



Warranty Service CipherLab Service Advantage™

Maximize Your Time While
We Protect Your Device



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Website



Certified Defense

Focus on building your business while the CipherLab Service Advantage™ shields your devices. Industry depends on efficient technology. CipherLab will oversee your hardware to prevent and repair failure. Trustworthy electronics such as our resilient mobile computers, barcode scanners and RFID readers are vital to productivity. However, a solid warranty program will guarantee your business doesn't suffer interruption or loss of assets due to breakage. The CipherLab Service Advantage™ fixes or replaces devices rapidly and affordably. The purchase of our products is a worthwhile expense, as their durability and warranty plan keep your company running smoothly.



Fend Off Unexpected Repair Costs

CipherLab manufactures sturdy mobile computers and other devices. Nevertheless, usage in factories and other sites with a lot of activity can lead to accidents. The CipherLab warranty program verifies a skilled technician will mend your device back to working condition. Whether liquid spills, significant falls, animal damage or prolonged use lead to a breakdown, we rebuild our products with no hidden fees. Electronics appear brand-new once they are fixed. Upon return, the device will contribute to your enterprise's operation just as before.

Flexible Service Options

The CipherLab Service Advantage™ comes with an assortment of preventative choices. Customers can choose from our Standard, Extended, Essential and Premium Warranties for up to 5-year protection. Each plan varies in length of coverage and assurance categories such as hardware defects, firmware upgrades, accidental damage and repair turnaround. Extensions can be purchased if required.

Online RMA Service

Customers experience a hassle-free RMA process through the CipherLab online returns platform. Warranty participants can log in to the site from any location to open and manage a claim. CipherLab representatives are eager to assist and will address your concerns as quickly as possible.

Fast Turnaround Time

CipherLab recognizes your business needs repair work done promptly. Technicians will have your device fixed between 2-7 days, depending on your warranty plan. In this brief period, electronics are tested and restored thoroughly yet swiftly. CipherLab regards every situation with urgency, as our representatives understand that performance gaps would negatively impact your company.

Value-added Maintenance

When CipherLab specialists repair your hardware, they also improve the device's software. They will install complimentary security and Android operating system updates*. Upon return of the device, functionality will be smoother, data will be secured and upgraded features will be ready for use. Completing these processes will allow your CipherLab device to outlast the competition and produce a solid return on your investment.

Device Commissioning Service

Avoid extra nuisance with device commissioning. The CipherLab Service Advantage™ respects that your technology is customized to enhance your business. The team practices device commissioning to preserve your operational requirements. When the device is shipped back, the pre-existing operating system, business applications and software will remain as it was originally manufactured, unless it is specified upon filing the RMA service. Exceptional commissioning is subject to a service charge. CipherLab realizes that without these features in place, your business may face daily obstacles. Without setting up commissioning, the company's information technology department, or a third-party company, would have to re-install your preferences. Save time and effort with this added feature.

*Available for the Essential and Premium service programs.

Tailor the Warranty Plan to Fit Your Needs

Whether you have repair needs, technical support services or software issues, CipherLab is up to the task. Choose the plan that suits your enterprise needs.



Essential

CipherLab's support plans provide additional assurance for the day-to-day operation of your device. Choose our Essential program to receive full warranty services, such as:

- Android updates and patches
- 3 days turnaround time
- Free 90-day after-repair for the same problem
- ReMoCloud (standard) for easy multi-device configuration and deployment
- Online RMA system to keep updated on the repair progress



Premium

To provide businesses with an extra level of protection, CipherLab offers a Premium program, the most comprehensive service coverage in our warranty plan. We want our customers to opt for this warranty to make their day-to-day business operations more secure. In addition to the items covered in Essential, Premium includes:

- 2 days turnaround time
- Free 2-way shipping on repairs



ADD-ON SERVICES

To extend warranty coverage, add enhanced plans to CipherLab Service Advantage™

Battery Insurance

Pay Less, Get More



With our Standard and Premium Battery Insurance plans, you can rest assured knowing your device will always have power when you need it most. We provide battery insurance plans for businesses with heavy device use. Service plans allow replacing batteries that do not reach 80% of their original capacity. In addition, the service includes remote battery status monitoring, battery health reporting, and proactive battery replacement notifications.

The replacement times are one, two and unlimited, depending on your service plan and contract length.

- Standard plan offers one replacement for a 3-year term and two replacements for a 5-year term.
- Premium plan allows unlimited replacements for a 3-5 year contract.

