

Need maximum  
uptime for your  
fleet of mobile  
computers?

**CIPHER LAB**  
Smarter

At CipherLab, we're  
at your service.



## CipherLab Premier Care

Fast SLA backed  
turnaround time

Accidental  
damage cover

Experienced  
Local Service

Brought to you locally in Australia by Anilwin.

 **Anilwin**  
LEADERS IN POS AND DATA CAPTURE



### Protection against Unexpected Repair Cost

CipherLab's experienced technicians will provide all services for the repairs to restore your devices back to their normal condition. CipherLab devices are undoubtedly rugged, but they are still vulnerable to damage from occasional accidents. Our comprehensive warranty will satisfactorily provide a complete coverage for accidental breakage.

Our service is here to fully repair your devices back to normal and continue to offer maximum productivity. Your devices are ultimately fully protected and free from additional and unexpected repair costs.

### Multi-year Service Options

CipherLab provides warranty options in standard, extended and comprehensive warranties with protections up to 5 years in total. You may select to extend warranty any-time before the standard warranty expires. Alternatively, you can always secure your investments by purchasing the 3 year or 5 year comprehensive warranty.

### Fast Turnaround Time

By having CipherLab's comprehensive warranty, your defective products will be provided with a fast SLA turnaround time. Even without purchasing comprehensive warranty your products are tested and repaired quickly and effectively, which minimizes your downtime cost so you can get your business on track in a speedy and reliable fashion.

### Value-added Maintenance

For units covered by comprehensive warranty, firmware upgrades are provided on request during the repair process at no additional cost, ensuring devices are fully up to date. With the most up to date firmware, the devices will be able to work at peak operational efficiency.

## Reduce Total Cost of Ownership

The units under CipherLab's comprehensive and extended service programs are serviced and returned in a fast, predefined timeframe, which gives you a reliable way of minimising downtime and failure expenses. You benefit by reducing the cost of maintenances and replacements in the long run.

|                  |                                | Standard Warranty | Extended Warranty | Comprehensive Warranty | Extension          |
|------------------|--------------------------------|-------------------|-------------------|------------------------|--------------------|
| Duration         |                                | 1 Year            | Up to 4 Years     | 3 Years<br>5 Years     | Up to 2 Years<br>- |
| General Coverage | Hardware Defects               | V                 | V                 | V                      | V                  |
|                  | Normal Wear and Use            |                   |                   | V                      | V                  |
|                  | Accidental Breakage            |                   |                   | V                      | V                  |
|                  | All Materials, Parts and Labor | V                 | V                 | V                      | V                  |
|                  | Latest Firmware Update         |                   |                   | V                      | V                  |
| Turnaround Time  | Working Days                   | 7 Days            | 7 Days            | 5 or 3 Days            | 5 or 3 Days        |



**HEADQUARTERS**  
 CipherLab Co., Ltd.  
 12F, 333 Dunhua S. Rd., Sec.2  
 Taipei, Taiwan 10669  
 Tel +886 2 8647 1166  
 Fax +886 2 8732 3300  
 www.cipherlab.com

CipherLab Electronics Trading  
 (Shanghai) Co., Ltd.  
 J Room, 4F, No.728 West Yan'an Rd.  
 Changning District, Shanghai  
 China 200050  
 Tel +86 21 3368 0288  
 Toll Free +86 400 920 0285  
 Fax +86 21 3368 0286

CipherLab USA Inc.  
 2552 Summit Ave.  
 Plano, Texas USA 75074  
 Tel +1 469 241 9779  
 Toll Free 888 300 9779  
 Fax +1 469 241 0697

CipherLab GmbH  
 Gleßerallee 21  
 47877 Willich  
 Germany  
 Tel +49 2154 89777 20  
 Fax +49 2154 89777 32

## **CipherLab Premier Care**

Provided within Australia by Aniluin Pty Ltd.

Aniluin is CipherLab's Service Partner, and as such provide the services and work under the statements listed in this document. All details apply to CipherLab products sold in Australia through Aniluin Pty Ltd and their partner network only. Aniluin may provide the same warranty coverage to devices shipped overseas, but will not be responsible for freight charges either to or from any location outside of Australia.

Aniluin's service centre for CipherLab products contact details are:

Quantum Corporate Park

27/287 Victoria Rd

Rydalmere, NSW, 2116

Ph: 02 9638 7566

Email: [support@aniluin.com](mailto:support@aniluin.com)

### **1 Standard Warranty**

1.1 CipherLab warrant the products to:

- (1) Be free from defects in material and workmanship under normal use and service for a period of time, which varies by product categories (Appendix I), from the date when the products are shipped out from Aniluin to the purchaser of the goods;
- (2) Conform to CipherLab environmental specifications on the brochure and operation details on the user manual. Once the products are sold and delivered, Aniluin as the Australian service partner has no obligation to modify or update the products.

1.2 CipherLab will only honour the warranty service if the defective product has been operated within its environmental specifications.

1.3 CipherLab's obligation for defective product shall be limited to repair or replacement (at CipherLab and Aniluin's joint discretion) of the defective product free of charge in cases where CipherLab determines the defective product failed due to defects in material and workmanship.

1.4 The defective product will be serviced and shipped back within approximately 7 (seven) working business days after the defective product is received by Aniluin.

1.5 The actual service time may be subject to extension in case of force majeure events or other restrictions as described below:

- (1) The aforementioned working business days are exclusive of the transportation time between Aniluin and the Buyer.
- (2) Any repair incident when a service charge is incurred will be quoted to the Buyer for acceptance and confirmation. The time it takes to receive the

confirmation is exclusive of the aforementioned working business days. If Aniluin does not receive any confirmation from the Buyer within 30 (thirty) days, Aniluin will notify the Buyer and then return the defective product back to the Buyer directly without repair.

- (3) In cases where no defect is found (N.D.F.), Aniluin will report to the Buyer for further verification. The time associated with the verification is exclusive of the aforementioned working business days.
- (4) In some cases, additional testing will be required to ensure the product functions properly. The time consumed to complete the test is exclusive of the aforementioned working business days.
- (5) In circumstances where the buyer collects faulty devices over an extended period of time and returns an excessive number for repair, Aniluin does not guarantee to repair the full quantity of products within the timeframes stated within this document.
- (6) Expeditious service may be available for an extra charge which is a separate agreement out of this warranty policy.

1.6 The Buyer is responsible for shipment of returning the defective product back to Aniluin and bears all costs and risks associated with this transportation. The Buyer is responsible for software, configuration and data backup before the defective product is returned. During the service process all data and configuration may be reset to factory condition if required, so please prepare for the product to be returned from the service centre in factory reset condition with no software, data or custom configuration. Aniluin is responsible for shipment of returning the repaired product back to the Buyer and only bears freight charges with this transportation.

1.7 In cases where Aniluin determines there is no defect (“No Defect Found”) or does not receive confirmation from the Buyer for any service charge quotation, then Aniluin shall reserve the right to charge the Buyer for return shipment and a minimum repair fee for product examination. In such cases the Buyer shall bear all costs and risks associated with the transportation.

1.8 In this warranty policy, “repair” shall mean the repair or adjustment of the defective product to remedy the defect defined by this warranty and restore the defective product to normal operating condition; and “replace” shall mean Aniluin may replace the defective product with the same construction or equivalent of the original one.

1.9 Any part or product replaced from the defective product shall belong to Aniluin.

1.10 Repair and/or replacement of a product shall not extend the original applicable warranty period.

1.11 The Buyer may be required to provide Aniluin with evidence of the original purchase information in order to confirm product's warranty status.

## 2 Exemption from Warranty

2.1 The warranty terms stated in Clause 1 of this warranty policy shall not apply to the following cases. CipherLab reserves the right to judge and confirm the following cases.

(1) The defective product which, in CipherLab and Aniluin's sole judgment, has been subject to misuse, abuse, neglect, or improper installation or maintenance, unauthorized repair or installation, modifications or alterations of the product.

(2) Parts, materials or equipment not manufactured by CipherLab.

(3) Liquid leakage or anything attached to the defective product.

(4) Imperfections resulting from normal wear and use, including but not limited to scratches, dents etc.

(5) Damaged, modified or un-recognizable product serial number sticker.

(6) Purchased software.

(7) Defects resulting from force majeure events, including but not limited to acts of God, earthquake, flood.

(8) Incomplete battery charge resulting in degraded product performance.

2.2 Aniluin shall not be bound by any unauthorized representation or warranty made by any other person, including but not limited to resellers, distributors, dealers, and employees of Aniluin.

2.3 Aniluin shall not be held liable for indirect, incidental or consequential damages, and shall not have liability exceeding the actual amount paid for the defective product. In no event shall Aniluin be held liable for damages incurred by resellers or their Buyer as a result of use of a product beyond its intended use.

2.4 In the event that Aniluin expressly offers other versions of warranty terms in written ("special warranty terms"), the special warranty terms shall prevail.

## 3 Extended Warranty

3.1 Extended Warranty is applicable to selected mobile computer categories (Appendix II) at the expense of the Buyer.

3.2 Extended Warranty does not cover scan engine, decoder board, accessories and peripherals.

3.3 Extended Warranty is prolonged from Standard Warranty with the same coverage as stated in Clauses 1 and 2 of this warranty policy. One-year and two-year terms are at Buyer's option. A full period of Extended Warranty is limited to 4 (four) years in total exclusive of the one-year Standard Warranty.

3.4 To extend warranty of a product already purchased, the Buyer must purchase the warranty extension prior to expiration of the existing term.

If the Buyer fails to renew Extended Warranty by the due date, the warranty will be discontinued as it expires without any notification to the buyer.

3.5 The defective product will be serviced and shipped back within 7 (seven) working business days after the defective product is received by Aniluin.

3.6 Besides the additional terms and conditions above for extended warranty, the content of Clause 1 and 2 of this warranty policy also apply for extended warranty.

#### **4 Comprehensive Warranty**

4.1 Comprehensive Warranty is applicable to selected mobile computer categories (Appendix III) at the expense of the Buyer.

4.2 Comprehensive Warranty does not cover accessories and peripherals.

4.3 Comprehensive Warranty is a multiple-year service program. Three-year to five-year terms are at the Buyer's option. The aforementioned three-year to five-year terms are inclusive of the one-year Standard Warranty. The Buyer must purchase either program within 30 (thirty) days after the shipping date.

4.4 The defective product will be serviced and shipped back within 3 (three) working business days or 5 (five) working business days after the defective product is received by the CipherLab service partner, depending on the service package purchased.

4.5 In addition to the standard parts of the devices that are covered under warranty such as motherboard, scan engine etc, the following items are also covered for accidental damage under comprehensive warranty during normal usage. Aniluin in conjunction with CipherLab reserve the right to judge and confirm the following items.

- (1) Damaged housings
- (2) Cracked or broken displays
- (3) Cracked or damaged dust window
- (4) Cracked keypads
- (5) Damaged stylus

(6) Damaged hand straps

(7) Damaged battery cover

4.6 Besides the additional terms and conditions above for Comprehensive warranty, the content of Clause 1 and 2 of this warranty policy also apply for Comprehensive warranty.

## 5 Product Repair Procedure

5.1 The first point of contact for technical assistance with any CipherLab product should be the company that the end user purchased from. After any troubleshooting is performed and the fault is considered to be a warranty claim, then the end user or reseller should then contact the authorised CipherLab service centre via (02) 9638 7566 or [support@aniluin.com](mailto:support@aniluin.com) to discuss any fault.

5.2 Aniluin, may perform some further diagnosis, and issue a Return Authorisation, (RA), number if the item requires repair, along with delivery instructions.

5.3 The Buyer is responsible for software, configurations and data backup before the defective product is returned. Aniluin does not guarantee software, configuration and data will be kept intact during the maintenance/repairs.

5.4 Accessories, including but not limited to cables, batteries, battery covers and power converters / adapters, are not required to ship back with the defective product unless they are defective themselves.

5.5 Each RA number is generated by Aniluin's system automatically when the Buyer files the case and is only valid for 45 days. If the CipherLab service partner does not receive the defective product within 45 days the RA number will be deleted automatically and the Buyer has to file the case again for another valid RA number.

\*This warranty policy shall follow the current Warranty Policy as announced on Aniluin's website under the downloads section. We reserve the right to modify, explain and state about the warranty terms and conditions.

### Appendix I – List of Products to which Standard Warranty is applicable.

Product Series Warranty Period Product Series Warranty Period

| Mobile Computer and Accessory | Corded Scanner (Cable/Cradle/Battery/PSU see under others)                      |
|-------------------------------|---|
| 8000 Series 1 (one) year      | 1000 & 1000A 5 (five) years   |
| 8200 Series 1 (one) year      | 1070 3 (three) years  |
| 8300 Series 1 (one) year      | 1500 / 1500P 5 (five) years   |
| 8400 Series 1 (one) year      | 1504 / 1504A / 1504SE 3 (three) years; scan engine & Decoder Board:1 (one) year |
| 8600 Series 1 (one) year      | 1504P 3 (three) years   |
| 8700 Series 1 (one) year      | 2500 5 (five) years   |
| 9200 Series 1 (one) year      | 2504 3 (three) years  |
| 9700 Series 1 (one) year      | 2504MR 3 (three) years ; scan engine & Decoder Board: 1 (one) Year              |

|  |   |
|--|---|
| CP30 Series 1 (one) year                       | <b>Cordless Scanner</b>   |
| CP55 Series 1 (one) year                       | 1560 / 1560P 3 (three) years  |
| RS30 Series 1 (one) year                       | 1562 3 (three) years; scan engine & Decoder Board:1 (one) year              |
| RS31 Series 1 (one) year                       | 1564 / 1564A year 3 (three) years; scan engine & Decoder Board:1 (one) year |
| RS50 Series 1 (one) year                       | 1600 Series 1 (one) Year  |
| RK25 Series 1 (one) year                       | 2560 (five) years   |
| <b>Others</b>                                  | 2564 3 (three) years  |
| All cradles 1 (one) year                       | 2564MR 3 (three) years ; scan engine & Decoder Board: 1 (one) Year          |
| All batteries 3 (three) months                 |   |
| All Power Converters/Adapters 3 (three) months |   |
| Battery Charger 1 (one) year                   |   |
| All Cables 3 (three) months                    |   |
| Stand 1 (one) year                             |   |
| 1800 Series RFID Gun 1 (one) year              |   |
| Transponder 1 (one) year                       |   |

**Appendix II – List of Products to which Extended Warranty is applicable.**

9700 Series  
CP55 Series  
RS30 Series  
RS31 Series  
RS50 Series  
RK25 Series

Other products available on request.

**Appendix III – List of Products to which Comprehensive Warranty is applicable.**

9700 Series  
CP55 Series  
RS30 Series – N.B. On this product, protective rubber boot & glass screen protector is required for comprehensive warranty to apply.  
RS31 Series – N.B. On this product, protective rubber boot & glass screen protector is required for comprehensive warranty to apply.  
RK25 Series  
RS50 Series

Other products available on request.

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