

		Standard Warranty	Extended Warranty	Premier Care	Premier Care Plus
Term	Device	12 months	Add up to 4 years	3 to 5 years	3 to 5 years
	Accessory	3 to 12 months as per appendix I	3 to 12 months as per appendix I	3 to 12 months as per appendix I	3 to 12 months as per appendix I or optional up to 5 years
	Turnaround Time (In House)	7 days (without guarantee)	7 days (without guarantee)	3 Day SLA	1 Day SLA
Repair Coverage	Manufacturing Defect	●	●	●	●
	Normal Wear & Tear	X	X	●	●
	Accidental Breakage	X	X	●	●
Additional Services	Device Commissioning	X	X	X	●
	Swap Out Pool Management	X	X	X	●
	Battery Refresh	X	X	X	Optional

Urovo Premier Care

Provided within Australia by Aniluin Distribution.

Aniluin is Urovo's Authorised Service Partner, and as such provide the services and work under the statements listed in this document. All details apply to Urovo products sold in Australia through Aniluin Distribution 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 Urovo products contact details are:

153 North Road
Woodridge, Qld, 4114

Ph: 02 9638 7566

Email: support@aniluin.com

Terms used in this document:

Service Centre – In terms of decisions regarding a repair and assertions made, this refers to Aniluin and Urovo jointly. In terms of actual service and support work provided, this refers to Aniluin.

Reseller – This refers to the customer of Aniluin who purchased the products for resale to the end user of the products.

End User – This refers to the company that purchased from the Reseller and is the end user of the product.

1. Standard Warranty

The service centre warrants that the products listed in Appendix I will be free from defects in materials and workmanship for the periods set out in the same appendix.

If the product proves defective during the warranty period, the service centre will: (1) assist the reseller to resolve the issue by means of email or telephone support, (2) repair or replace the product, (repair should be expected normally, replacement is only at the service centre's sole discretion). This is the limit of Aniluin's obligation with defective product.

These warranties shall not apply to any defect, failure, or damage caused by improper use or inadequate or improper care. The service centre shall not be obligated under these warranties:

a) To repair damage resulting from attempts by personnel other than service centre representatives to repair or service the product unless directed by a service centre representative;

- b) To repair damage, malfunction, or degradation of performance resulting from improper use, misuse or abuse, (E.g. Physical damage, liquid damage);
- c) To repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability;
- d) To perform repairs, malfunctions, or degradation of performance resulting from failure to use due care or abuse by the reseller or end user;
- e) To repair damage, malfunction, or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the product brochure;
- f) To repair damage, malfunction, or degradation of performance resulting from failure to properly prepare and transport the product in such a way as to prevent reasonable damage;
- g) To repair damage, malfunction, or degradation of performance resulting from acts of God or nature including but not limited to, acts of terrorism, explosion, flood, fire, war, and riots;
- h) To support software not supplied by the service centre;
- i) To repair damage, malfunction or degradation of performance resulting from wear and tear;
- j) To repair damage, malfunction or degradation of performance for any device where the serial number sticker is illegible or missing;

The defective product will be serviced and shipped from the repair centre within 7 (seven) working business days after the defective product is received by the service centre. This will be Aniluin's reasonable efforts, but not a guarantee.

These working days specifically exclude transport time, time to confirm or reproduce a defect, and time to accept a quote for non-warranty repair and are subject to extension in case of force majeure events or extended testing being required to verify a fault has been resolved correctly.

In circumstances where the buyer collects faulty devices over an extended period of time and returns multiple devices for repair, the service centre does not guarantee to repair the full quantity of products within the timeframes stated within this document.

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, except for when the Premier Care Plus plan is purchased and provisioning/device commissioning has been pre-arranged.

Freight Costs

Freight cost to the service centre is the responsibility of the End User. Aniluin will cover the cost of return freight to locations within Australia, (for all areas accessible via typical commercial freight methods within a reasonable cost).

Note that Aniluin may charge for return freight in cases where there is no defect found, and reserves the right to charge a service charge in this case.

Further Terms & Conditions

Any parts or products replaced become the property of the service centre.

Repair or replacements does not extend the original warranty period.

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.

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. Extended Warranty

Terms and conditions

Extended warranty does not cover accessories or peripherals.

Extended warranty is identical to standard warranty, but with the option of extending the warranty period up to a maximum total of 5 years.

3. Premier Care

Premier Care is an optional warranty program available that ensures high levels of uptime and certainty about repair costs over time.

It is applicable to the mobile computers listed under Appendix II, and follows the same conditions as the standard and extended warranties, with the following extra benefits:

- a) The defective product will be serviced and shipped back within 3 (three) working business days after receipt at the service centre. This excludes time to diagnose faults if no fault description is given, and time to reproduce intermittent faults. The 3 (three) business days does not include return transit time, however where possible the service centre will use an overnight air satchel service such as is provided by Star Track Express, (or equivalent).
- b) Accidental damage under normal use will be considered a valid warranty claim, E.g. Damage to the case, display, keypad, stylus, hand straps or battery cover.
- c) Note that the screen protector on DT50 is fitted from the factory, but is an accessory, so is not covered Urovo Premier Care.

- d) Also please note that batteries have a limited lifespan due to normal battery cycle limitations. Batteries are covered for 3 months warranty, and not included in Premier Care. Premier Care Plus has an option to refresh batteries during the lifespan of the device, so please refer to that plan to minimise potential battery replacement costs.

Note that while the Premier Care warranty covers accidental damage and repairs are not normally refused as a valid warranty claim, the Service Centre does require the cooperation of the End User and Reseller to determine any root cause if a higher than typical failure rate occurs.

4. Premier Care Plus

Premier Care Plus is an extension of the optional Premier Care warranty program. It is applicable to the mobile computers listed under Appendix II, and follows the same conditions as Premier Care, with the following extra benefits:

- a) An exchange pool of devices will be maintained, from which an exchange unit will be provided on receipt at the service centre of any faulty unit. This allows a 1 (one) working business day turnaround time, excluding return transit time.
- b) Warranty coverage for accessories is optionally available for an extra charge.
- c) Device preconfiguring and commissioning is available subject to a reasonable minimum quantity and receipt by the service centre of a preconfiguration / commissioning procedure that the Service Centre in their sole opinion determine is acceptable.
- d) Option to include a replacement set of batteries during the warranty program period, (for i6310 this will require return of each device to the Service Centre).

Note that while the Premier Care warranty covers accidental damage and repairs are not normally refused as a valid warranty claim, the Service Centre does require the cooperation of the End User and Reseller to determine any root cause if a higher than typical failure rate occurs and further reasonable cooperation to address it if needed.

The service centre reserves the right to not offer Premier Care Plus on orders of less than ten units. For less than ten units please enquire about availability.

5. Product Repair Procedure

The first point of contact for technical assistance with any Urovo 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 Urovo service centre via (02) 9638 7566 or support@aniluin.com to discuss any fault.

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

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.

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.

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 Urovo 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

Mobile Computer and Accessory
U2II Series 1 (one) year
DT20 1 (one) year
DT50 Series 1 (one) year
DT40 Series 1 (one) year
RT40 Series 1 (one) year
P8100 Series 1 (one) year
CT58 Series 1 (one) year
CT48 Series 1 (one) year
Mobile Printers
K319 1 (one) year
K329 1 (one) year
K419 1 (one) year
Other
SR5600 1 (one) year
R70 1 (one) year
All cradles 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

Appendix II – List of Products to which Premier Care / Premier Care Plus is applicable.

U2II

DT20

DT50 Series

DT40 Series

RT40 Series

CT58

CT48

Other products available on request.

Coverage for accessories for above items is available for an extra charge under Premier Care Plus.

The service centre reserves the right to not offer Premier Care Plus on orders of less than ten units. For less than ten units please enquire about availability.

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