

# **Symbol/Motorola 3 Year Bronze Service Plan**

## **Mobile MICROS terminals MC50, MC70, PPT8846**

### **Warranty**

The Mobile MICROS Terminals MC50, MC70, and PPT8846 are sold only with the Symbol/Motorola 3-Year Bronze Service Plan including Comprehensive Coverage and Application Loading. This provides you with a complete 3-Year Total Cost of Ownership price.

**THESE SERVICE PLANS ARE DEPOT, AND ARE PROVIDED DIRECTLY from SYMBOL/MOTOROLA, and NOT from MICROS or DCRS Solutions.**

### **3 Year Bronze Service Plan Overview**

- **Service Center Repair with a 5-Business Day Turnaround Objective**
- **Comprehensive Coverage (includes Wear & Tear)**
- **Priority Telephone Support with 4 Hour Call Escalation**
- **Auto-application of defined/approved Engineering Changes**
- **Updates, fixes and new releases for platform software\***
- **Web-based access to Frequently Asked Questions, Troubleshooting Tips**
- **Ground Shipment of Outbound Units**
- **Application Loading**

\*MICROS will provide the Symbol/Motorola repair facility with the latest approved platform including the Mobile MICROS Client Application Loader (CAL) application. This platform will be loaded onto the device prior to return shipment. The approved platform may not include all platform fixes released by Symbol/Motorola.

The Bronze Service Plan is NOT an extended warranty, but rather a value added maintenance agreement. The Symbol/Motorola “standard warranty” provides limited coverage for manufacturer’s defects only, and has a standard repair turnaround of 10 days.

All handhelds at a specific site must be covered by the same service plan. When purchasing a new Mobile MICROS Handheld with the 3 Year Bronze Service Plan, entitlement is registered at the time of ordering.

# Details of the 3 Year Bronze Service Plan

## Service Center Support – Bronze

Service Center Support provides for product repair at a Symbol-operated facility which employs the same test equipment and fixtures used in manufacturing of the equipment. Products are diagnosed and restored to factory specifications via:

- Repairs, alignments, adjustments, and restorations, if appropriate, of any covered product(s) that malfunctions while being used within the operational and environmental parameters specified by Symbol/Motorola.
- Repairs due to accidental damage including displays, keypads and internal components (Batteries and Magnetic Card Readers are not covered).
- Product updates, if applicable, as may be defined from time to time by a Symbol Engineering Change Order.
- Defined telephone support.

## 5-Day In-House Turnaround Time Objective

### Symbol Responsibilities

1. Provide standard Service Center repair with five (5) business day in-house turnaround. Turnaround times are an objective and are not guaranteed.
2. Provide service on standard Symbol workdays: Monday through Friday 8am to 5pm, excluding holidays observed by Symbol. See list of Symbol observed holidays in this document.
3. Provide **ground shipment** on all outbound repairs, or ship units via customer-designated carrier and method, charged to customer's account.
4. Guarantee units will perform within the operational and environmental parameters specified by Symbol for 30 days from date of return shipment.

### Customer Responsibilities

1. **Optional:** Designate a carrier and shipment method and provide current carrier account number to be billed. Overnight shipping maximizes the value of this service. The cost of standard ground shipment from the repair facility to customer location is included in this program, but the cost for an alternative ship method is the customer's responsibility. Costs for shipping the device to the repair facility are also customer's responsibility.
2. Contact Symbol before the return of the unit to the Service Center for repair to get a Return Material Authorization (RMA) number assigned and entitlement ensured. In the U.S., perform one of the two below options:
  - a. Request the RMA number at <http://mysymbolcare.symbol.com> and print a shipping label for the return. You can register at the site for a login that will allow you to track your equipment repairs.
  - b. Contact the Global Support Center at 1-800-653-5350 and request an RMA number.

- c. **Please Note:** Units received at the Service Center without an RMA number may experience a delay in processing and not be repaired within the contracted turnaround period.
3. Ensure the RMA number is clearly visible on the outside of the package on or near the shipping label.
4. Package all items to normal commercial standards. Symbol original packaging is recommended.
5. Provide for the safe transport of products to the Symbol Service Center. Bear all costs and risks associated with this transportation.

### **Telephone Support – 4 Hour Response**

#### **Symbol Responsibilities**

1. Provide support coverage Monday through Friday 8am to 5pm local time, excluding holidays observed by Symbol.
2. Provide callback response within four (4) business hours. The Symbol representative will:
  - Assess the nature of the problem.
  - Assist/perform problem determination.
  - Manage problem resolution.
3. Provide telephone support coverage for Symbol systems and base software, excluding custom software modifications and customer configurations. This includes providing:
  - Support for the current version of system and base software, as well as two prior releases.
  - Help in filling out a case report.
  - Assistance in verifying a system or base software problem.
  - Interim software updates, local patches, bypasses, and/or documentation that address a verifiable customer problem, whenever available. Updates are delivered in machine-readable format with appropriate documentation.

#### **Customer Responsibilities**

1. Supply modem and phone line on-site if remote dial-in to the customer's system is required for complete diagnosis or remedy.
2. Incur additional charges at prevailing rates for any of the following activities which are not covered under Telephone Support service:
  - Problem determination and/or work performed to resolve issues with non-covered products; i.e., any hardware or software products not specifically listed on the Service Order Form.
  - Repair of problems caused by operator error, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters.
  - Non-remedial work such as but not limited to administration and operator procedures, reprogramming, and operator or user training.

- Performance of any file backup or restoration processes other than remote archive and restoration if that option is purchased.
- Standby at customer's request.
- Completion and test of incomplete application programming or system integration if not contracted for by Symbol and specifically listed as covered.

### **Constraints and Restrictions**

The customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under Service Center Support:

- Replacement of consumable parts or accessories, as defined by product, which include but are not limited to batteries, cables, print heads, carrying cases, paper, diskettes, tapes, ribbons, etc.
- Magnetic Card Readers are not covered and are not considered repairable items. In the event of a failure on the MCR, replacement is the only option.
- Repair of problems caused by abuse, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters.
- Non-remedial work such as but not limited to firmware or protocol upgrades, reprogramming, and product configuration.
- Repair of non-covered products.

**Application Loading** – Your contract includes a custom provision for reloading the MICROS POS Loader application onto the device. The Symbol repair facility will reload the repaired terminal with the latest approved platform image and MICROS Mobile CAL version onto the handheld. The device should arrive in a similar state to the handhelds that are shipping from MICROS. **This feature does not provide for the device to be loaded with a specific application or for any custom configuration to be performed by the Symbol repair facility.**

### **MySymbolCare Web Portal**

Your single point of access to your information regarding SymbolCare Services, custom-tailored to deliver the data you need through the Internet.

<http://mysymbolcare.symbol.com>

### **Warranty on Cradles and Other Peripherals**

Symbol Cradles and Chargers come with a 12-month limited Depot warranty from Symbol Technology.

Warranty Periods:

- Cradles and Chargers: 12 Months
- Clip on Magnetic Card Reader: 90 Days
- Batteries: 90 Days

Warranty provides for the repair of the product and is limited to:

- Repair, alignment, and adjustment to the original manufacturing specifications of any covered product(s) that malfunction due to a manufacturing defect while being used within the operational and environmental parameters specified by Symbol.
- Product updates, if applicable, as defined from time to time by a Symbol Engineering Change Order, applied at Symbol's discretion.

A Depot warranty indicates the customer must return the defective equipment back to Symbol for warranty repair. The warranty provides a manufacturer turnaround of 10 business days, excluding Holidays, from receipt of the warranted device. **Symbol observed Holidays are New Years Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.** Once repairs are complete, Symbol will ship the repaired device via UPS ground on all outbound shipments. Customers who desire overnight shipments after the warranty repair is completed must provide Symbol with a current air bill.

The process for obtaining a depot repair is to call Symbol Technology at **1-800-653-5350** to get an RMA number for the return of the faulty unit. You may also request an RMA via the web.

[http://www.symbol.com/services/howto/howto\\_rma.html](http://www.symbol.com/services/howto/howto_rma.html))

After obtaining the RMA number, ship to the address provided by Symbol.

## **Battery Life**

There are many factors that contribute to battery life. Because of these factors both MICROS and Symbol recommend replacing the handheld's batteries at least once every year. MICROS has chosen to offer the MC50 & MC70 with the extended life battery in the standard configuration. A document describing battery life dependencies can be found on the MICROS web site at:

[http://members.micros.com/members/product\\_support/hardware/corporate/mobile\\_micros\\_hardware.asp](http://members.micros.com/members/product_support/hardware/corporate/mobile_micros_hardware.asp)

## **Important Contact Information**

### **Online Support Request:**

[http://www.symbol.com/contact/services\\_support\\_contact.html](http://www.symbol.com/contact/services_support_contact.html)

**Telephone:** Monday – Friday 8 am – 8 pm

1-800-653-5350 or 1-631-738-6213

**Additional Resources:** MySymbol Care: <http://mysymbolcare.symbol.com>

**Symbol Support** [www.symbol.com](http://www.symbol.com)

**Repair Maintenance Authorization (RMA):** It's quick and easy to initiate repair. Just log on to the MySymbolCare website for an RMA number. Print out the Shipping tag and request, and you're on the way. Symbol technicians repair your equipment to original factory specifications.