

DT362 (-315) or DT365 (-335) Tablet Warranty

- Tablet with DayView Display only -D000

36 Month Depot No-Fault Warranty

Micros includes a **36 Month Manufacturer Direct Depot No-Fault Warranty** with each DT362 #700711-315 or DT365 #700711-335 DayView Display Tablet PC. **These depot services are provided directly by DT Research.**

No-Fault Warranty on DayView Tablet

Description: The DT Research No-Fault Warranty is an enhancement of warranty coverage beginning from date of Purchase for **36 months**. In addition to the basic protection against defects materials and workmanship under normal use, the no-fault warranty offers:

- protection of hardware against damages due to accidents or misuse;
- Coverage for LCD (touch/display) damage is limited to one (1) incident per unit, per warranty year.

Exclusions: Battery packs (i.e. consumables) and accessories (e.g. magnetic stripe reader) are not eligible for the enhanced features of the No-Fault Warranty **and** basic warranty coverage for them does not apply beyond the first year. Coverage does not extend to products that are lost or stolen.

Service: The process of obtaining service, the service process, and the respective shipping responsibilities apply for the No-Fault warranty as they do for the basic warranty coverage. The range of incidents that requires Purchaser approvals or payments will be significantly reduced, resulting in shorter turnaround times.

Standard 1 Year Warranty on Peripherals

Peripheral devices have a 12 Month Standard Manufacturer Direct Warranty. Battery packs (i.e. consumables) and Accessories (e.g. magnetic stripe reader) are not eligible for the enhanced features of the No-Fault Extended Warranty and Standard Warranty coverage does not apply beyond the first year. Coverage does not extend to products that are lost or stolen.

Standard Warranty Details (Peripherals)

DT Research makes the following limited warranty. DT Research warrants the product and its parts against defects in materials and workmanship under normal use for a standard period of twelve (12)

months from date of shipment of Products to Purchaser. During this period, DT Research will repair or replace a defective product or part without charge for parts and labor to the purchaser.

1. The warranty applies only to products manufactured or distributed by DT Research, Inc.
2. The warranty applies only to defects in material or workmanship as limited above and does not include items subject to normal wear, such as gradual degradation in battery capacity. The warranty applies only to defects which occur during normal use and does not extend to damage to products or parts which results from alteration, modification, faulty installation or service by anyone other than an authorized DT Research Service Center/Depot; damage to products or parts caused by accident, abuse, or misuse, or maintenance, mishandling, misapplication, or use in violation of instructions furnished by us; damage which occurs in shipment or any damage caused by acts of God, such as lightning and earthquakes.
3. Products under warranty, in time and scope, will be repaired and returned to customers (**Purchaser**) in the 48 continental United States (does not include Hawaii or Alaska) via regular ground service, or equivalent, at DT Research expense. The customer is responsible for shipping costs to DT Research. In the case of frivolous returns, a service fee shall be assessed and the customer (**Purchaser**) shall also be responsible for return shipping charges.
4. Products outside of the warranty period or scope shall be diagnosed at customer's (**Purchaser's**) expense. DT Research will require the customer's (**Purchaser's**) repair and payment authorization to proceed with any repairs.
5. International, Hawaii, and Alaska shipping: Regardless of warranty status, DT Research does not pay for international or non-continental U.S. shipping. International, Hawaii, and Alaska service requires customer (**Purchaser**) to be responsible for two-way shipping and for any customs fees and duties.

How the Purchaser/End-User Obtains MANUFACTURER DIRECT Depot Warranty Coverage (Standard and No-Fault)

1. **Purchaser/End-User** calls or emails DTR for technical support and customer service.
 - a) The primary telephone number for technical support is 408-934-6171.
 - b) The Email address is support@dtresearch.com
 - c) Primary telephone support hours will be from 9AM to 6PM, USA West Coast time
2. RMA requests and issuance between DTR and **Purchaser/End-User** are communicated via email or telephone as noted below.
 - a) The primary telephone number for said RMA support is 408-934-6187.
 - b) The Email address is service@dtresearch.com.
3. Repair service is based on a "Return to Depot" model and shall conform to the following process:
 - Products for service, per RMAs issued, are to be shipped to DTR service depot (San Jose, California) by the **Purchaser/End-User**.
 - Products are shipped at **Purchaser/End-User** expense (including duties and fees, as applicable).
 - Packages are to be properly packed and clearly marked with RMA numbers.
 - DTR will not be responsible for damages and loss in shipping.
 - DTR shall diagnose Products based on problem report.
 - DTR makes Warranty repairs within 5-7 business days
 - This is the time between "DTR receiving the device" and "DTR shipping the device". The arrival time at **Purchaser/End-User** will be gated by ground service time or expedited service time at **Purchaser/End-Users** discretion.
 - Where approvals for repairs are needed (see below), it would be time between "Repair approval received" and "DTR shipping the device".
 - DTR requests permission from **Purchaser/End-User** for non-Warranty repairs (to be repaired within 5-7 business days after approvals/payments are obtained/processed).
Note: A product may be within Warranty in time, but still be out of Warranty in scope (e.g., accidents and abuse).
 - DTR reloads DT362 with the micros authorized image and OPOS drivers. No further tests will be performed on **Purchaser/End-Users** software.
 - DTR ships repaired Products to Purchaser/End-User:
 - If Purchaser location is in USA (except Alaska and Hawaii),
 - Under Warranty: DTR ships via Ground service at DTR expense. Expedited service is available upon **Purchaser/End-User** request at **Purchaser/End-User** expense.
 - Not under Warranty: DTR ships at **Purchaser/End-User** expense with service type being choice of **Purchaser/End-User**
 - If the **Purchaser/End-Users** location is not in USA (incl. Alaska and Hawaii),
 - Under and Not under Warranty: DTR ships at **Purchaser/End-User** expense, including duties and fees, with service type being choice of **Purchaser/End-User**.

Post Repair Configuration Services are also available from DCRS, to sites requiring additional assistance, upon return receipt of unit from Manufacturer