

SCLLogic Depot Express Hot Spare Service—Overview

Depot Express Hot Spare Service is a combination of a no-fault product warranty and a guaranteed loaner program. Traditionally, equipment has only a short manufacturer's defect warranty. With the SCLLogic Depot Express Program, the warranty is unlimited as long as enrollment is kept current and the product can be repaired by the manufacturer. In addition, SCLLogic stocks Hot Spare inventory for your use, while your unit is being serviced. We'll ship you a certified loaner unit, of the same model or newer, preloaded and ready for use.

Program Highlights

- No Fault Repair Coverage
- Automatic Firmware and OS Updates
- All Repairs at No Charge with "first on bench" Priority
- Product Advisories and Upgrade offers
- Hardware asset inventory by serial number

You're Covered

Crack the display? No problem. Damage the outer casing? No problem. Broken exit window? No problem. Our program offers comprehensive coverage at no additional cost to protect you from the unexpected. We cover normal wear and tear, as well as repairs to displays, touch screens, plastics, keypads, exit windows, and other internal and external components damaged through accidental breakage. At SCLLogic, we don't focus on how it happened, but on how to keep you up and running. If your hardware can be repaired by the manufacturer, it's covered. The only time you will see a bill is if the unit is so badly damaged that the manufacturer determines it cannot be repaired. Consumables like batteries and stylus are not covered.

Service Details

Contracted users who call before 3:00 p.m. EST can have a Hot Spare unit shipped the same day. SCLLogic ships via Ground Service, at our expense, reaching many of our clients within 1 to 2 days.

Your original unit will be repaired by the manufacturer and returned to you within three weeks. We look for you to return our loaner within one week of receiving your repaired unit. You will always receive your original unit back (as long as it was repairable). All units will be repaired to manufacturer's specifications, by the original manufacturer. We do not use "discount" 3rd party repair services.

When it comes to SCLIntra, SCLLogic makes what it sells. If you have a question or problem, SCLLogic stands alone in its ability to provide a single point of contact to address it.



1. DEFINITIONS

1.1 **"Hardware Support."** If applicable, the services set forth in Section 2 herein that relate to the repair and replacement of the Covered Hardware. The following definitions are applicable to Hardware Support:

- 1.1.1 **"Covered Hardware."** The SCL*Intra*-approved peripheral equipment identified by product code(s)/serial number(s) registered with SCLLogic for which Hardware Support has been purchased and remains in effect. Product code(s)/serial number(s) not listed are not Covered Hardware.
- 1.1.2 **"Warranty Repair."** The repair of Covered Hardware to remedy a Hardware Error.
- 1.1.3 **"Hardware Error."** A fault or defect in the Covered Hardware, causing it to operate incorrectly or otherwise not conform to its associated documentation and that is reproducible by SCLLogic.
- 1.1.4 **"RMA Number."** Return Authorization Number required for any hardware being sent to SCLLogic.
- 1.1.5 **"Equipment Loaner."** Hardware sent to Customer to use temporarily during a RMA repair until repair hardware is returned.
- 1.1.6 **"Irreparable Hardware."** Hardware deemed not repairable by the manufacturer because of excessive damage.
- 1.1.7 **"Consumables."** Goods that must be replaced regularly because they wear out or are used up, such as batteries, stylus, handstraps, etc.

Hardware deemed not repairable by the manufacturer because of excessive damage.

2. HARDWARE SUPPORT

The following Hardware Support Services shall be provided by SCLLogic:

- 2.1 **Hardware Repair.** Subject to the terms herein, SCLLogic will, at its expense, provide Warranty Repair services for the Covered Hardware, so long as i) Customer maintains a valid Hardware Support contract, and ii) the equipment is supported by the manufacturer. All repair services are performed by the manufacturer, and SCLLogic shall be Customer's primary point of contact with respect to repair of Covered Hardware by the manufacturer.
- 2.2 **Covered Hardware.** Hardware Support is valid only for the Covered Hardware and coverage period designated in the Proposal or in subsequent renewal packages. Customer is required to provide a serial number for any item not registered with SCLLogic before inquiring for an RMA Number. In the event that any Covered Hardware ceases being supported or is discontinued by the manufacturer, or replacement parts are no longer available, SCLLogic will notify Customer and the equipment will cease being Covered Hardware.
- 2.3 **Request for Repair.** If Customer suspects that Covered Hardware is experiencing a Hardware Error, Customer shall call the SCLLogic Technical Support Line for troubleshooting, and if necessary, to initiate a request for repair. During the call, Customer shall describe the Hardware Error and be available for telephone consultation by SCLLogic. SCLLogic may require Customer to furnish written or electronic documentation of the Hardware Error sufficient for SCLLogic to reproduce the same Hardware Error. If SCLLogic is unable to fix or provide a workaround for the Hardware Error, an RMA Number and shipping information will be provided. All RMA equipment must have the RMA Number issued by SCLLogic written on the shipping label. Customer must ship the RMA equipment to SCLLogic within seven (7) business days of being issued an RMA Number.
- 2.4 **Equipment Loaner.** For each RMA repair, SCLLogic will offer to supply a comparable Equipment Loaner for the repair time period. For Customer RMA calls received before 3:00 PM ET Monday through Friday, excluding holidays, Equipment Loaner will ship out the same day via common carrier ground service. Customer agrees to operate and maintain the Equipment Loaner in accordance with the operating manual and other written instruction and not move the Equipment Loaner from the shipping location. Customer is responsible for maintaining Equipment Loaner in good condition, and damage to Equipment Loaner due to atypical use/abuse will be repaired or the Equipment Loaner replaced, at Customer's expense. Equipment Loaner remains property of SCLLogic and shall be returned by Customer to SCLLogic freight pre-paid (i) within seven (7) business days of receipt of repaired equipment, or (ii) immediately upon termination or expiration of this agreement or when instructed by SCLLogic. Failure to return the Equipment Loaner within the stated time will result in a \$30 daily rental fee. After 14 days, Customer will be required to purchase the Equipment Loaner at the current published catalog price. After issuance of Equipment Loaner, failure to send the RMA equipment within the time stated in Section 3.3 will result in a \$30 daily rental fee for the Equipment Loaner. After 14 days, Customer will be required to purchase the Equipment Loaner at the current published catalog price.
- 2.5 **Shipping Information.** Customer is responsible for all shipping charges to return the RMA equipment to SCLLogic and to return Equipment Loaner to SCLLogic after the RMA equipment has been repaired. All Equipment Loaners will be shipped from SCLLogic to Customer via UPS Ground or equivalent. Upgrades in freight service are available at Customer's expense to Customers who provide a preferred express delivery carrier account number for direct billing.

3. SERVICES NOT COVERED

- 3.1 **Irreparable Hardware.** In the event that a piece of Covered Hardware is deemed irreparable by the manufacturer, SCLLogic will notify Customer and return the hardware to Customer or dispose of the hardware upon direction thereto by the Customer. SCLLogic shall have no repair or replacement obligation for Irreparable Hardware. The manufacturer of the Covered Hardware is solely responsible for determining whether repair of Covered Hardware is possible.
- 3.2 **Consumables.** As defined herein.

About SCLLogic