

Product Warranty Specifications

DLI provides a 1-year limited warranty on DLI rugged devices.



DLI PRODUCT WARRANTY

The Data Ltd Inc (DLI) standard one (1) year warranty is applicable to all DLI branded data collection devices including, but not limited to, the following models: **DLI 8 Rugged Mobile Tablet, DLI 10 Rugged Mobile Tablet, DLI 7200 Rugged PDA, DLI 8300 Rugged Tablet, DLI 8400 Ultra-Mobile Tablet, DLI 8500P Vehicle Mount Terminal, DLI 8800 Mobile POS Tablet, DLI 9200 Vehicle Mount Terminal, and the DLI 9300 Vehicle Mount Computer** hereby referred to as "data collection device," "device" or "product".

A. DLI warrants this data collection device to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. DLI will repair such product or part thereof which, if upon inspection by DLI, is found to be defective in materials or workmanship. Any replacement product (in whole or in part) resulting from the repair is at the sole discretion of DLI. Any device that is replaced under warranty is covered for the remaining warranty period from the date of original purchase, and not from the date of replacement.

B. As a condition to the obligation of DLI to repair or replace such product, the product must be returned to DLI prepaid along with the following:

- A DLI Issued Return Merchandise Authorization (RMA) number
- Customer/Company Name
- Contact Name and Telephone Number
- Return Shipping Address
- Brief Problem Description of any claimed defects or damage

C. Any parts or product for which replacement is made shall become the property of DLI.

D. DLI shall use reasonable efforts to repair or replace any data collection device covered by the warranty within fifteen (15) business days of receipt of returned damaged/defective device. In the event that the repair or replacement shall require more than fifteen (15) business days, DLI shall notify the customer.

E. Excluded from warranty coverage are the following:

- Damage to product as a result of intentional or unintentional misuse and/or abuse.
- Damage to product as a result of connection to improper power sources.
- Product with modifications or repairs made to product by non-DLI authorized personnel.
- Product with missing, defaced, modified or altered Serial number Label and/or Warranty Label.
- Damage incurred as the result of a vehicular accident.
- Damage caused by operation/storage of product outside its stated environmental specifications, as found in the DLI Product Manual or on the DLI product specification sheet, obtainable from DLI. This includes, but is not limited to, damage to Batteries, AC Adapters and DC Vehicle Adapters through excessive heat or exposure to water.
- All consumable items; such as Stylus, Tethers, Power Cords, Screen Protector Films, Logo Badges, Labels, Cleaning Cloths, Carry Cases, Manuals, Cables, Straps, Belts, Holsters, Rubber Boots and any other options and/or accessories not listed above or covered under a separate warranty.
- Missing items such as Batteries, Doors, Port Covers or any consumable item listed above.
- Damage due to improper packaging, handling or shipment of product by the licensee and/or their agents.
- Any costs incurred in shipping the product to the DLI Service Center for repair or replacement.
- Any cosmetic damage not effecting the operation of the product.
- Damage that is attributable to by act of war (declared or otherwise), terrorism, natural disaster or act of God.
- Battery failure caused by improper use or maintenance of batteries. See product manual for further details.

Product Warranty Specifications



DLI PRODUCT WARRANTY *(continued from previous page)*

F. Battery Warranty:

- Batteries supplied with the product are covered under warranty for one (1) year from date of purchase, or 500 charge/discharge cycles, whichever comes first. Any Batteries that are replaced under warranty are covered for the remaining standard warranty period from the date of original purchase of the data collection device and not from the date of the battery replacement.
- Batteries, when purchased separately as spares, are covered under warranty for one (1) year from the date of purchase. Any Batteries that are replaced under warranty are covered for the remaining warranty period from the date of original battery purchase, and not from the date of battery replacement.

G. Charging Accessories:

- AC Adapters (excluding power cord), DC Vehicle Adapters, Desktop Cradles, and Vehicle Cradles are covered under warranty for one (1) year from the date of purchase. Any AC Adapters, DC Vehicle Adapters, Desktop Cradles and/or Vehicle Cradles that are replaced under warranty are covered for the remaining accessory warranty period from the date of original purchase, and not from the date of accessory replacement.

DLI DISCLAIMS ANY WARRANTIES, EXPRESS OR IMPLIED, WHETHER OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR USE, EXCEPT AS EXPRESSLY SET FORTH HEREIN. THE SOLE OBLIGATION OF DLI UNDER THIS LIMITED WARRANTY SHALL BE TO REPAIR OR REPLACE THE COVERED PRODUCT, IN ACCORDANCE WITH THE TERMS SET FORTH HEREIN. DLI EXPRESSLY DISCLAIMS ANY LOST PROFITS, GENERAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES WHICH MAY RESULT FROM BREACH OF ANY WARRANTY, OR ARISING OUT OF THE USE OR INABILITY TO USE ANY DLI PRODUCT. ANY WARRANTIES WHICH ARE IMPLIED AND WHICH CANNOT BE DISCLAIMED SHALL BE LIMITED IN DURATION TO A TERM OF ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE OF THIS WARRANTY.

DLI reserves the right to modify or discontinue, without prior notice, any DLI product model or version. Either party may terminate this agreement by 30 day written notice. NOTE: This warranty is valid to U.S.A. and Canadian customers who have purchased this product from DLI or from an Authorized DLI Reseller in the U.S.A. or Canada.

No Fault Service Plan

We've designed a No Fault Service Plan as reliable as the data collection devices it supports.



Finally, a No Fault Service Plan “worth the paper it’s written on” and then some. Our entire line of DLI rugged tablets is backed by an available No Fault Service Plan that is the envy of the entire industry. If your DLI mobile computer fails, breaks or just plain wears out anytime within the program period, we'll repair or replace the unit at no additional cost. No fine print. No excuses.

Offered in either a 1-, 2-, or 3-year plan, our No Fault Service Plan allows you to purchase the extended coverage best suited to your needs and budget. There are no hidden surcharges and no unseen depreciation charts. We are so sure of the quality designed and built into every one of the devices we manufacture that we're willing to stake our name, our reputation and our bottom line on it.

Our customers take great comfort in the knowledge that their investments in DLI products are backed by our commitment to excellence, our promise of satisfaction, and our exclusive No Fault Service Plan.

To learn more about DLI No Fault Service contact us at (800) 526-1299 or visit us on the web at www.data ltd.com

DLI's optional No Fault Service Plan extends standard warranty coverage (against defect in materials or workmanship) to include damage caused by regular usage or accidental breakage of your DLI rugged tablet. Products covered by a No Fault Service Plan will be repaired or replaced free of charge. Any replacement product (in whole or in part) resulting from the repair is at the sole discretion of DLI.

DLI devices, hereby referred to generically as “product(s)”, for which the No Fault Service Plan is available include:

- DLI 8 Rugged Mobile Tablet
- DLI 10 Rugged Mobile Tablet
- DLI 7200 Rugged PDA
- 7200 DTC
- 7200 7-Bay Cradle
- 7200 8-Bay Battery Charger
- DLI 8300 Rugged Tablet
- 8300 DTC
- 8300 VMC-1
- 8300 VMC-2
- 8300 VMC-3
- 8300 3-Bay Battery Charger
- DLI 8400 Ultra-Mobile Tablet
- 8400 DTC
- 8400 3-Bay Battery Charger
- 8400 VMC-1
- 8400 VMC-2
- 8400 VMC-3
- DLI 8500P Vehicle Mount Terminal
- DLI 8800 Mobile POS Tablet
- 8800 DTC
- 8800 3-Bay Battery Charger
- 8800 VMC-2
- DLI 9200 Vehicle Mount Terminal
- DLI 9300 Vehicle Mount Computer
- DLI 72 Keyboard

A. No Fault Service coverage includes normal wear and tear, cracked plastics, broken screens, keypads, wireless network adapters, FLASH-based solid-state data storage devices, connectors/ports, and other components damaged through regular usage or accidental breakage.

B. No Fault Service coverage extends to one incident of CPU or LCD and Touchscreen replacement, per unit, per contractual year.

C. No Fault Service must be purchased within 30 days of the original product purchase. No Fault Service Plans are available for 1-, 2-, or 3-year periods of coverage. Additional years of No Fault Service may be purchased on a yearly basis up to 30 days after any existing No Fault Service contract has expired.

D. Returned product must be accompanied by a completed Product Service Repair Form available for download on the DLI website or by contacting DLI at (800) 526-1299. Damaged/defective parts or product for which replacement is made shall become the property of DLI.

E. DLI shall use reasonable efforts to repair or replace any product covered by the No Fault Service Plan within ten (10) business days of receipt of the damaged/defective product. In the event repair or replacement shall require more than ten (10) business days, DLI shall notify the customer.

No Fault Service Plan



DLI reserves the right to replace any product that has been discontinued from its product line with a replacement product of comparable value and function while supplies last, or issue a prorated refund of the No Fault Service Coverage.

F. Specifically excluded from No Fault Service coverage are:

- Product damaged through intentional acts.
- Product damaged due to connection to improper power sources.
- Product modified or repaired by non-DLI authorized personnel.
- Product with a serial number label that is missing, defaced, modified or altered in any manner.
- Product with a warranty label that has been removed, defaced, modified or altered in any manner. Warranty label must remain intact for No Fault Service contract to be deemed valid. Removal of this sticker is considered to be a breach of contract for that specific product and will no longer be covered by the provisions in this agreement.
- Product damaged by intentional misuse or failure to follow operating instructions provided with the product.
- Product damaged as the result of a vehicular accident.
- Product damaged by operation/storage of product outside its stated environmental specifications, as found in the DLI Product Manual or on the DLI product specification sheet, obtainable from DLI.
- All consumable items; such as batteries, ac adapters, power cords, screen protection films, logo badges, labels, cleaning cloths, carry cases, manuals, cables, straps, belts, holsters, tethers, and harnesses and any other options and accessories not listed above or covered under a separate warranty. Please see the Standard Warranty for details covering consumable items.
- Missing doors or port covers.
- Product damaged due to improper packaging, handling or shipment of product by the licensee and / or their agents.
- Any costs incurred in shipping the product to the DLI service center for repair or replacement.
- Any cosmetic damage not effecting the operation of the product.
- Product damaged that is attributable to an act of war (declared or otherwise), terrorism, natural disaster or act of God.

G. DLI will incur all shipping costs (FedEx Ground domestic US only), for the return (From the DLI facility to address specified by the customer) for all product (In whole or part), covered under one of the no-fault service plans.

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DLI reserves the right to modify or discontinue, without prior notice, any DLI product model or version. Either party may terminate and render this agreement null and void by 30 day written notice. NOTE: This warranty is valid to U.S.A. and Canadian customers who have purchased this product from DLI or from an Authorized DLI Reseller in the U.S.A. or Canada.