

# CIPHERLAB SERVICE ADVANTAGE

## ENSURE OUTSTANDING SATISFACTION

Having a reliable product during your business operation is vital to your business success. With versatile CipherLab devices keeping your business running efficiently, it is important to be prepared for the possibilities of needing repairs. It is always advantageous to have a dependable and swift way to repair your device when needed. CipherLab has specifically constructed a service program, CipherLab Service Advantage, for you to minimize downtime and reduce total cost of ownership for CipherLab's devices. CipherLab Service Advantage will keep your business running smoothly and securely protect your investments in our high functional products.





## Protection against Unexpected Repair Cost

CipherLab's experienced technicians will provide all services for the repairs to restore your devices back to normal condition. CipherLab devices are undoubtedly rugged, but they are still vulnerable to some damages from occasional accidents. Our comprehensive warranty will satisfactorily provide a complete coverage for accidental breakage along with normal wear and tear. It makes no difference the reasons for the damages. Our service is here to fully repair your devices back to normal and continue to offer maximum productivity. Your devices are ultimately fully protected and free from additional and unexpected repair costs<sup>1</sup>.

## Multi-year Service Options

CipherLab provides warranty options in standard, extended and comprehensive warranties with protections up to 5 years in total. You may select to extend warranty any-time before the standard warranty expires. Alternatively, you can always secure your investments by purchasing the 3 year or 5 year comprehensive warranty.

## Fast Turnaround Time

By having CipherLab's comprehensive warranty, your defective products will be serviced and shipped back under a fast turnaround time. Your products are tested and repaired quickly and effectively, which minimizes your downtime cost. Under the comprehensive warranty, you can get your business on track in a speedy and reliable fashion.

## Value-added Maintenance

CipherLab provides firmware upgrades during the repairing process at no additional cost, ensuring devices are fully working and updated. With the most updated firmware, the devices will be able to work at the best and most reliable condition.

## Online RMA

CipherLab also provides a quick-response online RMA platform. As a customer under our warranty, you may access the online RMA conveniently from anywhere to initiate and manage service request for your equipment.

## Reduce Total Cost of Ownership

The units under CipherLab's service program are serviced and returned under a rapid timetable which gives you a reliable way of eliminating downtime and failure expenses. You benefit more than just instant gratification, but also reducing cost of maintenances and replacements in the long run.

		Standard Warranty	Extended Warranty	Comprehensive Warranty	Extension
Duration		1 Year	Up to 4 Years	3 Years	Up to 2 Years
				5 Years	-
General Coverage	Hardware Defects	V	V	V	V
	Normal Wear and Use			V	V
	Accidental Breakage			V	V
	All Materials, Parts and Labor	V	V	V	V
	Latest Firmware Update	V	V	V	V
Turnaround Time and Shipping	Working Day	7 Days	5 Days	2 Days	2 Days
	Shipment	Receiving		V	V
		Return	V	V	V

1. The rights of explanation for the terms regarding the defects and repairs shall be reserved by CipherLab.

2. Service availability may vary by country. Please contact your CipherLab representative for a list of CipherLab mobile computers eligible for CipherLab Service Advantage.

3. When it is in need of repair, please log in CipherLab RMA System, <http://e-rma.cipherlab.com.tw>, and fill in a RMA request form.

### CipherLab Service Centers

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### Authorized Service Centers

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