



Unique Micro Design

Policy Statement

UMD Equipment Service & Maintenance

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Unique Micro Design Pty Ltd

Equipment Service & Maintenance Policy

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1 Introduction

- 1.1 This document outlines the *Unique Micro Design Pty Ltd* (UMD) servicing, repair and maintenance policy for UMD supplied equipment, encompassing warranty, extended warranty, maintenance and non-warranty periods.
- 1.2 It also details UMD's business partner model for Service Providers.

2 Definitions

- 2.1 **Authorised Service Centre (ASC):** are registered UMD Service Providers that can perform warranty repairs on UMD's behalf for nominated UMD supplied equipment.
- 2.2 **Certified Service Providers (CSP):** are registered *Dealers* that wish to provide after sale product support to UMD supplied equipment for which they have provisioned.
- 2.3 **Consumables:** These are items supplied with the equipment than can be replaced during the life of the equipment. They do not have a serial number.
- 2.4 **Customer:** The end user of the product.
- 2.5 **Dealer:** On-seller of UMD equipment to the Customer.
- 2.6 **Equipment:** Products sold by UMD.
- 2.7 **Independent Service Providers (ISP):** are registered UMD Service Providers that provide after sales hardware support, maintenance and or repair of equipment. They are generally independent of the original equipment sale. Services typically will include; installation, equipment swap outs or loans, maintenance and return to base repair.
- 2.8 **SP:** Service Providers
- 2.9 **SMD:** Service and Maintenance Division
- 2.10 **UMD:** Unique Micro Design Pty Ltd.

3 Warranty Repairs

3.1 Warranty Statement

- 3.1.1 All Equipment supplied by UMD is covered under a UMD or manufacturer's warranty for the period specified in schedule A - "Warranty Periods" from defective parts or workmanship, unless otherwise advised in writing.
- 3.1.2 In the event of warranty claims, UMD or an ASC, will repair or replace defective parts and workmanship subject to the general terms and conditions section 3.2.

3.2 General Terms & Conditions

- 3.2.1 *Warranty Repairs:* All warranty repairs are performed at UMD or an ASC workshop basis.
- 3.2.2 *Proof of Warranty:* It is the Customer's responsibility to provide proof of warranty, ie place and date of purchase, otherwise delays in repair may be encountered
- 3.2.2 *Delivery:* It is the Customer or Dealers responsibility to deliver equipment supplied for repair. UMD and ASC will not accept any associated freight or insurance cost, risk or liability for storage, handling and transport of Customers' Equipment outside of UMD premises.
- 3.2.3 *Returns:* UMD or ASC will bear the responsibility of returning the Equipment to the Customer or Dealer using their nominated courier.

- 3.2.4 *No fault found:* In the event that no fault is found with the Equipment, or that "faults" are attributed to incorrectly installed equipment (eg. incorrect switch settings) then a minimum service fee and freight cost may be charged.
- 3.2.5 *Disclaimers:* The following items are not covered by Warranty:
- (a) Where misuse, mishandling, neglect, adjustments have caused a defect, damage caused by accident, non-adherence to operating and maintenance instructions and improper voltage.
 - (b) Failure resulting from use of the Equipment under arduous or unreasonable climatic or operating conditions.
 - (c) Unauthorised personnel have serviced the Equipment.
 - (d) Failure resulting from installation errors or incorrect installation procedure.
 - (e) Where failure is caused by consumables not complying with manufacturer's recommendation or acceptable industry standards.
 - (f) Equipment that has had identification marks and numbers altered or removed.
 - (g) Paper jams in printers.
 - (h) Normal maintenance and service adjustments as part of equipment operating instructions.
 - (i) Consumables or software. This includes, but not limited to, the following items: belts, cables, cathode ray tubes, cutter blades, diskettes, lamps, laser tubes, lenses, magnetic heads, print ribbons, print heads, protective stationary and windows.
 - (j) Equipment that has been received with inadequate or unsuitable packaging.
 - (k) All spare parts and exchange spare parts, once installed are not covered by warranty, however all claims are handled on a case by case basis.
- 3.2.6 Equipment that is not found to be within warranty will be treated as a "non-warranty repair".
- 3.2.7 *Assignment:* Assignment of warranty is automatically granted to the Customer on purchase of Equipment from either UMD or a Dealer. The commencement of the warranty period is subject to UMD's suppliers' conditions.
- 3.2.8 *Liability:* UMD or an ASC shall not be under any liability to the Customer for any delay in supply, loss or damage of the Equipment. Consequential liability is limited to the cost or replacement of the Equipment only.

3.3 "Dead on Arrival" DOA

- 3.3.1 DOA's are products that have been found to be faulty on first inspection or operation. This may occur at any stage within the supply chain. Products that have been in use, even for short period of time are not deemed as DOA. Normal warranty procedures should then be followed.
- 3.3.2 DOA returns are organised by Sales (not service). UMD sales staff, at their discretion, may authorise a replacement rather than have it returned for warranty repair. If so they will issue a Return Authorisation Number.
- 3.3.3 DOA returns should be returned in the original packaging with all the relevant options as supplied. A Return Authorisation Number must be clearly displayed on the packaging.

4 Extended Warranty

- 4.1 Extended warranties are available for time periods and fees as specified in schedule B (Service Fees - Maintenance Contracts) subject to the following terms and conditions:
- 4.2 *Standard Warranty:* UMD general terms and conditions shall apply (section 3.2) except for the following variations:-

- 4.3 *Delivery:* It is the Customer or Dealers responsibility to deliver equipment supplied for extended warranty repair. UMD and ASC will not accept any associated freight or insurance cost, risk or liability for storage, handling and transport of Customers' Equipment outside of UMD premises. UMD or ASC will bear the responsibility of returning the Equipment to the Customer or Dealer.
- 4.3 *Fair Wear and Tear* of parts that have worn out during this period that were expected to last the manufacturers specifications are inclusive. This includes parts and labour, however this excludes consumable items as detailed in 3.2.5 (i).
- 4.4 *Application:*
- (a) Extended Warranties can only be applied to UMD supplied Equipment and at the time of purchase from UMD.
 - (b) A certificate will be issued listing the equipment schedule covered by the extended warranty by the SMD.
 - (c) The certificate number must be supplied on request for a warranty repair and clearly marked on the delivery paper work and/or packaging.
- 4.5 *Renewal:* Extended Warranties can be renewed up to a period of 3 years from date of purchase, unless otherwise advised in writing. Extended warranty periods must be contiguous.
- 4.6 *Chargeable Service:* UMD and ASCs shall be entitled to charge their normal service fee for service on Equipment which is found not to comply with the terms and condition of this agreement.

5 Extended Warranty with Exchange

- 5.1 Extended Warranty with Exchange Conditions is the same as extended warranty with the exception of supply of an exchange unit to minimise down time. Equipment is simply exchanged from UMD's stock reserved for this purpose.
- 5.2 *Time:* The turn around time for the exchange process will be less than 2 working days from arrival at the service facility, subject to 5.6.
- 5.3 *Service Fee:* The service fee charge for Extended Warranties with Exchange is listed in schedule B.
- 5.4 *Transfer of Title:* The title of the Terminal supplied under exchange will transfer to the original title owner of the Terminal. Likewise the title of the Terminal claimed under warranty will be transfer to UMD. UMD has no obligation to exchanged Terminals once exchanged.
- 5.5 *Continuance:* the same terms and conditions of the original terminal will cover The Terminal supplied on exchange basis.
- 5.6 *Stock holdings:* UMD will endeavour to keep sufficient spare Terminals to meet demand for exchange terminals.
- 5.7 *Liability:* UMD and ASC's are not liable for any delay in supply, loss or damage, including consequential loss, to Terminals repaired.

6 Non-Warranty Repair

- 6.1 Equipment may be returned to UMD or an ASC for Non-Warranty Repairs subject to the following terms and conditions.
- 6.2 *Delivery:* It is the Customer's or Dealer's responsibility to deliver and pick up Equipment supplied for Non-Warranty Repair. UMD and ASC will not accept any associated freight or insurance cost, risk or liability for the storage, handling and transport of Customers Equipment outside of UMD or ASC premises.
- 6.3 *Returns:* Customer's or Dealers are responsible for organising the return of repaired Equipment. from UMD or ASC. UMD or ASC may, for a fee, organise these returns.

- 6.4 *Warranty:* Only workmanship and material supplied in servicing the Equipment are covered for a period of 90 days. Warranty for consumables are not covered but are subject to the discretion of the SMD.
- 6.5 *Liability:* UMD and ASC's are not liable for any delay in supply, loss or damage including consequential loss, to Equipment repaired.

7 Service & Maintenance Division

- 7.1 UMD's Service & Maintenance Division (SMD) administrates and supports all UMD internal and external Service Providers.
- 7.2 UMD's open policy on servicing and maintenance enables Customer's and third party service and maintenance companies (service providers) the ability to service and or maintain UMD equipment themselves. It is UMD's policy, to make available where possible, spare parts, service manuals, technical support and training to facilitate this.
- 7.3 The key functions of the SMD are:
- Provide service and maintenance for all UMD customers
 - Provide and manage extended warranties
 - Provide technical support
 - Provide and maintain technical documentation and service manuals
 - Provide spare parts
 - Provide service training
- 7.4 Spare Parts: Supply of spare parts is an important function of the SMD. The SMD generates a rebuild/exchange program that enhances customer support. The advantages are, quicker repair turn around, quality standard of repair and are cost effective. Exchange parts can only be sent prior to receiving the faulty unit. Exchange parts that are returned must be in a repairable condition. Physical damage to the PCB, damage to PCB tracks or pads and incomplete components or parts will not be accepted. All spare parts and exchange spare parts, once used are not covered by warranty. However each claim is handled individually at the discretion of the SMD Manager.

8 Registered Service Providers

8.1 Introduction

- 8.1.1 Service Providers are organisations registered by UMD that wish to support, repair or maintain UMD supplied equipment. This can be done in a combination of one or more of the following functions:
- (a) **Product Support** – by providing product operational support and assisting in identifying hardware and software problems.
 - (b) **On-site Service or Maintenance** – by providing loan or replacement equipment, on-site maintenance, repair and site installation.
 - (c) **Service Centre** – provide physical repair of equipment. (or Authorised Service Centre ASC)
- 8.1.2 SPs are registered with UMD comply with certain criteria and standards as set out by UMD including appropriately trained staff and technicians. These will be certificated, indicating compliance with UMD requirements.
- 8.1.3 UMD will require SP staff to under go nominated product training by UMD, for which Certificates will be issued.
- 8.1.4 SP will be entitled to utilise UMD SP business partner logo and branding. Plaques will be providing detailing their status with UMD and can be reproduced in various marketing support materials.
- 8.1.5 All SP will have access to UMD's Service & Maintenance Division Extranet, access to training and ISP and ASC will be published as such in our marketing communications material, including web site.
- 8.1.6 UMD SP are divided into 2 types

CSP – Certified Service Providers
ISP – Independent Service Providers

8.1.7 SPs are further categorised into the function they provide and the products that their staff is trained in.

For example;

| | | |
|-------------------------------------|---|---|
| <u>Certified Service Provider</u> | - Product Support | -Denso Scanners -UMD Keyboards -Citizen POS Printers |
| <u>Independent Service Provider</u> | -On Site Service -Service Centre | -Installation -Pick up/drop off repairs -UMD Keyboards -Epson POS Printers |

8.1.8 SP may also apply to become an Authorised Service Centre (ASC). ASC can provide warranty work on UMD's behalf.

8.2 UMD CSP – Certified Service Providers

8.2.1 UMD CSP provide after sale product support for UMD supplied equipment, which includes operational support, installing and configuring equipment, basic maintenance, assisting in identifying hardware and software problems.

8.2.2 CSP do not generally provide major equipment repairs and will submit such products to an Authorises Service Centre or Independent Service Provider. Confirming faults prior to shipment will reduce customer down time.

8.2.3 Ideally all UMD Dealers should become CSP for the equipment that they provide.

8.2.4 CSP's that provide a Service Centre may also apply to become an Authorised Service Centre, which also allows them to provide warranty work on UMD's behalf.

8.3 UMD ISP – Independent Service Providers

8.3.1 These are organisations that primary focus is after sales hardware support, maintenance, installation and or repair of equipment. They are generally independent of the original equipment sale. Services typically will include; installation, equipment swap outs or loans, maintenance and return to base repair.

8.3.2 ISP may act on behalf of a Dealer or Customer.

8.3.3 ISP will be promoted by UMD as organisations capable of maintaining equipment supplied by UMD for which they have been certified. This information will be available on UMD's web site (www.umd.com.au)

8.3.4 ISP's that provide a Service Centre may also apply to become an Authorised Service Centre, which also allows them to provide warranty work on UMD's behalf.

8.3.5 ISPs that provide an ASC will be promoted by UMD and be shown on UMD's web site.

8.4 UMD ASC – Authorised Service Centres

- 8.4.1 Authorised Service Centres (ASC) are registered Service Providers that can provide warranty repair, on UMD's behalf for nominated UMD supplied equipment, on a return to base arrangement.
- 8.4.2 ASC can only provide warranty work on nominated equipment for which they have been trained and certified.
- 8.4.3 ASC's are required to:
- ◆ Have suitably trained staff (i.e. certificated by UMD)
 - ◆ Set aside a nominated service area
 - ◆ Hold a nominated amount of spare parts
 - ◆ Warranty their own work
 - ◆ Display UMD ASC certification

9 Force Majeure

- 9.1 All parties shall not be deemed to be in default of any provisions here of by reason of any delay in performance resulting directly or indirectly from any cause beyond the reasonable control of such party.

SCHEDULE A: Warranty Periods

All UMD supplied Equipment are covered with a 12 months warranty, except for the following items;

| Model Series | Warranty Period |
|---|------------------------|
| Advantech Computers | 24 Months |
| Baughan Computers | 24 Months |
| Epson TM-U210 since 16 Oct 2000 | 36 Months |
| Epson TM-T88 since 16 Oct 2000 | 36 Months |
| Intermec – Retail Bar Code Scanners | 36 Months |
| PSC QS6000, QS1000 Scanners since 1 Jan 2002 (previously 24 months) | 60 Months |

SCHEDULE B: Service Fees - Maintenance Contracts

B-1 Extended Warranties

| Manufacturer | Annual Fee (1) |
|---------------------|-----------------------|
| Citizen | 5% |
| Epson | 4% |
| PSC | 5% |
| Unique Micro Design | 3% |
| Misc | 10% |
| KeyCorp K71R | 5% |
| Intermec | 10% |

B-2 Maintenance Contracts & Other

| Manufacturer | Annual Fee |
|-----------------------------------|-------------------|
| Extended Warranties with Exchange | As per Quotation |
| Intermec | As per Quotation |
| | |

(1) Percentages applies to LIST price, excluding GST