

# CE5320B, Field Programmer, and HR2XX0 Warranty



## Warranty - Hardware

The warranty on the CE5320B, Field Programmer, and HR2XX0 HHIUs is 12 months from shipment date. Warranty services provided during the warranty period are:

- For a unit defective in materials or workmanship, free repair of unit, including parts and labor (unless damaged by abuse or negligence)
- Return shipment of repaired product via pre-paid ground service
- Free software upgrades
- Repair turnaround time of 5 working days, excluding transit time
- Toll-free assistance provided by Customer Support 1-800-647-4832
- These services are purchaser's exclusive remedy for warranty issues

## DAP Care Extended Maintenance Contract Services

Extended maintenance contracts are available from your Authorized Neptune Sales Representative. Maintenance contract services provided during extended period are:

- Free repair of unit, including parts and labor
- Return shipment of repaired product is pre-paid ground service
- Hand straps
- Free software upgrades
- Repair turnaround time of 5 working days, excluding transit time
- Toll-free assistance 1-800-647-4832

## NOT included in the Extended Maintenance Contract Services:

- Rechargeable batteries
- Cables and chargers
- Equipment damaged by abuse or negligence, or environmental damage such as a result of fires and storms
- Firmware modifications
- Priority Overnight return shipment of repaired units
- Antennas

## Repair Notes:

- A Returned Material Authorization (RMA) number MUST accompany all incoming repairs. This number may be obtained by calling Customer Support at 1-800-647-4832.
- Customer pays all incoming shipment charges.
- Repair turnaround (non-warranty/non-maintenance) is approximately 15 business days\*, excluding transit (\*not including days required to obtain a purchase order for the repairs). All repairs conducted without DAP Care are charged as time and materials repairs.
- All outgoing repairs are shipped ground service.
- Requested Priority Overnight return shipment is paid by the customer.
- Repair warranty is 90 days from shipment date.

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