

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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