

MRX920™ Mobile Data Collector Warranty



Warranty - Hardware

The warranty on the MRX920 mobile data collector is 12 months from shipment date. If a customer is using a laptop provided by a third party, the laptop is NOT covered under the Neptune warranty. Warranty services provided during the warranty period are:

- Free repair (including parts and labor) of a unit defective in materials or workmanship, or replacement of the defective unit at Neptune's discretion
- Return shipment of repaired product via pre-paid ground service
- Repair turnaround of 10 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

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
- Free inspection and preventative maintenance
- Repair turnaround time of 10 working days, excluding transit time
- Toll-free assistance at Customer Support 1-800-647-4832

NOT included in the Extended Maintenance Contract Services:

- Rechargeable batteries
- Cables and miscellaneous hardware
- 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
- Neptune does not repair or support a laptop provided by a third party
- Antennas
- USB flash drives

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 20 days, excluding transit time. All repairs conducted without maintenance will be 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.
- Neptune only supports/repairs the GoBook XR-1 laptop (or previous GoBook III). If the customer chooses to utilize his or her own laptop, it is the customer's responsibility to have that laptop repaired/replaced should problems occur.

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MRX920™ Mobile Data Collector Warranty



Warranty - Software

The warranty on the MX900 Software is 12 months from shipment date. Warranty services provided during warranty period are:

- Free replacement software for software with defects in the media on which the software is delivered
- Replacement software shipped within 48 hours of customer notifying System Support of problem
- Free software upgrades, patches and corrections within warranty period
- Toll-free assistance provided by Customer Support 1-800-647-4832
- These services are purchaser's exclusive remedy for warranty issues

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