

R900® Gateway Warranty



Warranty

The warranty on the R900 Gateway data collector system components is 12 months from shipment date. Warranty services provided during warranty period are:

- For a unit defective in materials or workmanship, free repair (including parts and labor), or at Neptune's discretion, replacement of the defective unit
- Return shipment of repaired product via pre-paid ground service
- Toll-free assistance at Customer Support 1-800-647-4832
- These services are purchaser's exclusive remedy for warranty issues
- Repair turnaround time of 10 working days, excluding transit time

NOT included in the Warranty:

- Battery
- Cables and hardware
- Equipment damaged by abuse or negligence, or environmental damage as a fault of fires and storms
- Firmware modifications
- Priority Overnight return shipment of repaired units
- USB Flash Drives
- 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.
- 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.
- Warranty and Maintenance contract repair turnaround time of 10 working days, excluding transit time.
- Non-warranty and non-maintenance contract repair turnaround time of 20 working days, excluding transit time.

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ARB® N_SIGHT™ AMR Software Warranty

ARB® UTILITY
MANAGEMENT
SYSTEMS™

Warranty

The warranty on ARB N_SIGHT AMR 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 at Customer Support 1-800-647-4832
- These services are purchaser's exclusive remedy for warranty issues

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