

## EXPLANATION OF REPAIR SERVICES AND CONDITIONS

The following guide lists the default pricing tiers, turnaround times and terms plus conditions for workshop repairs. Specific pricing tiers and turnaround times can be arranged by request for customers who want an SLA.

A 3 tier price list has been provided for most of the common units we repair. If an item is not on the list, please ask for a quote.

A Leopard Care Repair Authorisation form has been provided. One of these forms must be filled out and included for all repairs that any customer returns to the workshop. It will include, company name plus address, P/O number & Ref number if required, the stated fault, contact details for the person responsible, (including email) return address (if different).

All of the following pre-agreed conditions and listed information can be confirmed by the customer by just ticking the relevant boxes on the form.

- § MFR warranty, MFR contract, LEOP contract.
- § Go ahead = the acceptance of pricing tiers.
- § Quote = acceptance of quote fee, if a quote is rejected.
- § CUST SW Reload = software is to be reloaded on the repaired unit, under an equipment handling agreement.

Leopard Systems will clean and wipe all customer applications on any device during the repair process. If a customer specific application needs to be reloaded, then this must be pre-agreed to, through a provisioning agreement. Please refer to the Equipment Handling guide for further information.

Repeat repairs within 30 days of the original repair will usually be covered by a workshop warranty. However, Leopard Systems reserve the right to inspect and examine any unit first, before agreeing to any workshop warranty repairs.

All customers should be encouraged to accept the pre-agreed pricing structure. This will mean a quicker, more efficient turnaround time for them and their business. Insisting on separate quotes for each repair will create extra handling time, as the unit needs to be examined and opened twice.

Leopard Workshop repairs are typically 6 business days. Most units will be looked at and quoted within 3 business days.

A 6 to 17 business day turnaround time applies for most repairs, depending on the MFR.

Units which need to be sent to,

- § Motorola will be a minimum of 12 business days. 10 days at MFR, 1 day either side for freight.
- § Datalogic will be a minimum of 12 business days. 10 days at MFR, 1 day either side for freight.
- § Intermec will be a minimum of 17 business days. 15 days at MFR, 1 day either side for freight.

## PRICING TIERS FOR LEOPARD CARE REPAIR

### Motorola Legacy Models Equipment Repair

Model	Tier 1	Tier 2	Tier 3
SPT18XX	\$100	\$180	\$250
PDT3100	\$100	\$200	\$250
PDT314X	\$100	\$200	\$250
CRD3100-1000	\$80.00 Fixed Fee		
LDT38XX	\$100	\$200	\$300
PDT61XX	\$100	\$250	\$380
PDT68XX	\$100	\$250	\$380
PDT81XX	\$100	\$220	\$400
<b>A 30 day warranty applies to all workshop repairs. An \$80 + GST quote rejected fee applies.</b>			

### Motorola Current Models Equipment Repair

Model	Tier 1	Tier 2	Tier 3
MC35	\$100	\$280	\$380
MC50	\$100	\$250	\$400
MC70	\$100	\$160 - \$400	\$595
MC9050 / 9060 / 9000	\$100	\$400	\$680
VCD5500 / 7000 / 9000 Cable	\$58 for the cable replacement and fitment of Cigarette Lighter Plug		
VCD7000	\$100 Fixed		
CRD7000 4 Bay Cradle	\$100 standard repair fee	(\$20 for each additional bay)	
CRD7000 Single Bay Cradle	\$100 Fixed		
CRD9000 4 Bay Cradle	\$100 standard repair fee	(\$20 for each additional bay)	
CRD9000 Single Bay Cradle	\$100 Fixed		
<b>A 30 day warranty applies to all workshop repairs. An \$80 + GST quote rejected fee applies.</b>			

## Intermec Repairs

Time and Maintenance Repairs
\$150 labour plus cost of parts and GST
17 day turnaround time
<b>A 30 day warranty applies to all Workshop repairs. A \$120 + GST quote rejected fee applies.</b>

## Datalogic Legacy Models Equipment Repair

Model	Tier 1	Tier 2	Tier 3
Kyman NET CE	\$160	\$640	\$1200
Falcon 42XX	\$155	\$630	\$1005
<b>A 30 day warranty applies to all workshop repairs. \$150 + GST quote rejected fee applies.</b>			

## Datalogic Current Models Equipment Repair

Model	Tier 1	Tier 2	Tier 3
Memor – All Models	\$160	\$420	\$800
Skorpio	\$160	\$520	\$1040
Skorpio Gun	\$160	\$530	\$1040
Elf	\$160	\$580	\$1114
Falcon F44XX	\$160	\$612.00	\$1130
Vehicle / Modem Cradles	\$143		\$290
Ethernet Cradles	\$143		\$258
<b>A 30 day warranty applies to all workshop repairs. \$150 + GST quote rejected fee applies.</b>			

## Zebra Repairs

Time and Maintenance Repairs
\$140 labour plus cost of parts and GST
15 day turnaround time
<b>A 30 day warranty applies to all Workshop repairs. A \$100 + GST quote rejected fee applies.</b>

**PLEASE NOTE: ALL REPAIR PRICES LISTED ARE EX GST**

## DEFINITION OF REPAIR TIERS

### Tier 1: Minor Repairs

Leopard Care technicians perform checks and carry out all basic cosmetic repairs.

- § Single button replacements, overlays, or speaker.
- § Reloading customer setting's and configurations.

### Tier 2: Medium Repairs

Leopard Care technicians perform checks and carry out the replacement of housings.

- § Front case, back case and scanner housing case
- § Replacement of display (digitiser / touch screen, LCD)
- § Replacement of scan engine (laser scanner, imager)

### Tier 3: Major Repairs

Leopard Care technicians perform checks and carry out the replacement of circuit boards.

- § Main circuit board, modem, WLAN radio)
- § Repair to circuit boards (keyboard, main circuit board)
- § The replacement of multiple Tier 2 parts.

**Please note some accessories are not included in Tier pricing, these include the following.**

- § Batteries, Stylus, Screen Protectors, Some Hand straps, Power Supplies, Connection Cables

### Leopard Care Warranty

A warranty period applies for all Leopard Care repairs. The standard warranty is thirty (30) days from the shipment date back to the customer.

### Rejected Quotes

Please note if you choose not to proceed with any level of repair service from Leopard Care, all rejected Quotes will incur a fee per unit to cover the cost of the examination.

Motorola - \$80.00 + GST

Intermec - \$120.00 + GST

Datalogic - \$150.00 + GST

Zebra - \$100.00 + GST

### Contact Us

For more information on any of the above information, please contact [workshop@leopardsystems.com.au](mailto:workshop@leopardsystems.com.au)  
Please allow up to 24 business hours for an email response.

# REPAIR WARRANTY

## Warranty Inclusions

- § Repair, alignment, and adjustment of any covered part(s) that malfunctions within thirty (30) days of a repair, while being used within the operational and environmental parameters specified by the Manufacturer and which had been repaired in the previous repair.
- § For repeat repairs a workshop warranty repair turnaround of 10 business days applies, from the date the product is received by Leopard Systems. Turnaround times are best effort, not a guarantee, and are exclusive of shipping time. From time to time, specific products may be excluded from the 10 day turnaround target.

If a product is replaced under warranty, Leopard Systems will:

- § Replace the product with the same configuration or equivalent at their discretion
  - § Inform the customer which serial number and model configuration we took out of service
  - § Inform the customer of the serial number and model configuration we sent as replacement
- Customer accepts full responsibility for its software and data including the appropriate backup thereof.  
Repair or replacement of a product during warranty will not extend the original warranty term.

## Warranty Exclusions

- § Faulty or defective parts which were not repaired or replaced in the previous repair.
- § Replacement of consumable parts or accessories, as defined by product, which include but are not limited to batteries, cables, print heads, carrying cases, paper, diskettes, tapes, ribbons, etc.
- § Service or repair due to normal wear & tear
- § Repair of problems caused by physical damage, operator error, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters, including but not limited to:
- § Non-remedial work such as but not limited to firmware or protocol upgrades, reprogramming, and product configuration
- § Repair of non-covered products
- § Excessive dirt or contamination affecting performance
- § Spillage of liquids and other foreign substances on products
- § Unapproved modification of product
- § Disassembled product
- § Defacement of manufacturing warranty or repair warranty labels
- § Scratched, contaminated, and or damaged optical components
- § Loose or missing parts
- § Broken, cracked, disfigured displays, windows, housings or triggers
- § Broken or cracked plastic parts (internal or external)
- § Torn gaskets, Torn keypads, seals, O-rings or other flexible parts
- § Damaged external cables
- § Low charged batteries affecting performance
- § Use of abrasive cleaners or other unapproved cleaning materials
- § Improper use of product
- § Connection of product to an unapproved host device
- § Connection of product to unapproved power source
- § Product that has been opened by or has been serviced by unauthorized personnel
- § Damaged touch screen displays due to use of unauthorized stylus (pens)
- § Charred or melted product and/or parts
- § Product exposed to environments beyond specification or natural disaster
- § Repairs necessitated due to the use of non-UL or non-Manufacturer certified batteries or accessories.

## BATTERY TESTING SERVICE

Leopard Systems now offer a battery testing service. Our workshop is equipped with CADEX C7400 Battery Analyser Stations

We will analyse customer's batteries when they send units in for repair if the battery is included. Or, for a fee, customers can send a batch of batteries to us and we will test and if possible refurbish them.

Batches of 5, 10, 20 or any larger number can be sent at a time.

The cost per battery will vary per type, an example would be, \$20 per battery for MC70 batteries.

A full detailed service report will be issued with each battery, including a graph to show the operational health of each one.

Specific pricing on large batches is available on request.



*Our in-house CADEX C7400 Battery Analyser Station*