

02 September 2011

Trimble MCS Extended Warranty Program FAQ

What does “accidental damage coverage” mean?

Any damage incurred without intent to harm. Approved Service Providers are experienced and able to identify failures that fall outside traditional failure modes associated with the outdoor work environment. Questionable failures will result in an investigation that could result in denial of coverage.

What if I already own a two-year Extended Warranty with one month left on my coverage, and my rugged computer died when it fell down the elevator shaft? Will repairs be covered if I act quickly to send it in?

Yes.

What if I didn't get the computer returned before my warranty period expires?

The repair will be covered under warranty *IF* the Service Work Order was generated when the Extended Warranty was still in effect. Extended Warranty coverage is dependent upon the date the damaged computer was brought to the attention of Trimble, or a Trimble Authorized Service Provider, not the date the damage was sustained.

Can I purchase an extension to my Extended Warranty?

No. The Extended Warranty must be purchased within the first year of ownership.

My Extended Warranty coverage expires today. Can I still get my computer repaired under warranty?

As long as you get a Service Work Order to return the computer before warranty coverage expires, the repair will be covered under Extended Warranty.

Is there a grace period if I buy a rugged outdoor computer today and tomorrow decide that I want to buy an Extended Warranty for it?

Yes. You can purchase an Extended Warranty at any time during your first year of ownership. The moment you do, your one-year standard warranty is automatically upgraded to include accidental damage coverage.

What if I buy this coverage and Trimble stops manufacturing the rugged computer model that I own?

If Trimble cannot repair or replace your current computer, you will get an equivalent or better computer!

What if my computer still doesn't work after it has been repaired?

The Extended Warranty will cover repairs throughout the duration of the Extended Warranty coverage. All of our repair and replacement services come with a 90-day Warranty which includes shipping costs and expedited turn-around-time. The 90-day Warranty benefits Extended Warranty purchasers in the event the Extended Warranty coverage period expires less than 90-days after the computer was at Trimble (or an Authorized Service Provider) for repair services covered under the Extended Warranty.

This document is for informational purposes only and is not a legally binding agreement or offer. Trimble makes no warranties and assumes no obligations or liabilities hereunder.

Trimble Mobile Computing Solutions Division, 4100 SW Research Way, Corvallis, OR 97333-1066, USA

© 2010-2011, Trimble Navigation Limited. All rights reserved. Trimble and the Globe & Triangle logo are trademarks of Trimble Navigation Limited, registered in the United States and in other countries. All other trademarks are the property of their respective owners.



What if I plug the vent hole or misuse a bracket, causing damage?

If Trimble MCS has published a Support Note warning about specifically prohibited actions, then the damage is **not** covered.

Where are Support Notes published?

Current information on all products can be found at www.trimble.com/rugged. Click on your product, then click on the Support tab. Support Notes are one of the links under the Support tab.

What are the exclusions that are not covered by the Extended Warranty?

The Extended Warranty does not apply to defects resulting from:

- 1) Improper or inadequate maintenance by the owner of the product (such as failure to use a screen protector)
- 2) Software* or interfacing not supplied by Trimble
(*if the software is determined to have caused the failure)
- 3) Unauthorized modification or misuse
- 4) Operation outside of the environmental specifications of the product
- 5) Improper installation, where applicable
- 6) Fresh or salt water immersion or spray (outside of the product specifications)
- 7) Normal wear and tear on consumable parts (for example, and without limitation, batteries).

What are consumable parts?

Anything that does not come attached to the core unit. Examples: caps, straps, batteries, screen protectors, stylus, tether, etc. Consumable parts are covered under the standard 12 month manufacturer warranty.

Please note: it is the purchaser's responsibility to maintain the cap in good, operable condition so as to maintain the computer's IP67 or IP68 rating against dust and water incursion.

Where can I find the product specifications for the product I wish to protect with the Trimble MCS Extended Warranty Program?

All Trimble rugged outdoor computing products, including the Recon[®], Nomad, Ranger[™] 3 and Yuma[®] rugged mobile computers, are IP67 or IP68 rated and MIL-STD-810F/G certified. For information on the specific procedures, review the datasheet for the desired product. Datasheets can be found in the product pages at www.trimble.com/rugged.