



Newland AIDC
Scanning Made Simple

Newland AIDC **Warranty & Service Guide** With Terms and Conditions

www.newlandaidc.com



Snapshot Overview

		Standard warranty	Extended warranty	Comprehensive
	Contract length	1 or 2 years	2 or 3 or 5 Years	1 or 2 or 3 Years
	Turn Around time	10 working days	10 working days	10 working days
Shipment receiving		✗	✗	✗
Shipment return		✓	✓	✓
Technical support		✓	✓	✓
Malfunction	Electronic failure	✓	✓	✓
Normal wear and tear	Scratched scan window	✗	✗	✓
	Scratched LCD module	✗	✗	✓
	Worn keypad	✗	✗	✓
	Worn charging contacts	✗	✗	✓
	Worn trigger switch	✗	✗	✓
Accidental damage	Cracked LCD module due to normal usage	✗	✗	✓
	Cracked enclosure / casing due to normal usage	✗	✗	✓
Damage due to abuse	Cracked LCD module due to abuse or miss-use	✗	✗	✗
	Cracked enclosure / casing due to abuse or miss-use	✗	✗	✗
	Usage outside specifications	✗	✗	✗
Damage or defect due to natural disaster	Floods, earthquakes or any other natural disaster	✗	✗	✗

Warranty Statement

Standard Warranty for Main Device

Product Categories	Warranty Length
Handheld/Fix Mount/BS Scanner	2 Years
Industrial Scanner	2 Years
Engine	2 Years
Mobile Terminal/NQuire/ Smart Watch/RFID Product	1 Year
Printer/Speedata Product	1 Year

Standard Warranty for Accessories

Items	Warranty Length
Cradles of Scanner	2 Years
Cradles & Gungrip of Mobile Terminal	1 Year
Build in Batteries & cables	6 Months
Detachable cables/Batteries, Power adaptor	3 Months
Desktop Printer Head	30km or 6 months, which is earlier
Mobile Printer Head	25km or 6 months, which is earlier
Protective film/Handlestrap/Gloves/Rubber boot	N/A



Warranty Statement

Article 1 –Warranty Statement

- 1.1 Warranty Period: The warranty coverage commences from the date of purchase by the end user, as evidenced by a valid purchase receipt or other proof of purchase.
- 1.2 Coverage Scope: This warranty exclusively covers malfunctions or defects arising from standard usage conditions. It does not cover issues caused by misuse, accidents, unauthorized modifications, or external factors such as environmental conditions.
- 1.3 Repair Turnaround Time: For warranty repairs, the target Turn Around Time (TAT) is approximately 10 working days, calculated from the day Newland AIDC's repair facility in Newland AIDC or Newland AIDC authorized service center receives the defective device.
- 1.4 Shipping for Repairs: Newland AIDC will bear the cost of return shipping to the end user for devices repaired under warranty. The end user is responsible for the cost of shipping the device to our repair facility.

Article 2 –Warranty Exclusion Statement

This warranty does not cover the following conditions, including but not limited to:

- 2.1 Unauthorized Modifications: Any product that has been altered, modified, or repaired by anyone other than Newland AIDC service personnel or its authorized representatives.
- 2.2 Third-Party Damages: Defects or damages directly or indirectly caused by third parties, including but not limited to repairs or modifications made by unauthorized service organizations.
- 2.3 Improper Use: Any defect, failure, or damage that Newland AIDC determines to have resulted from improper operation, misuse, abuse, or non-compliance with the product's operating instructions.
- 2.4 External Causes: Any defect or damage resulting from external factors such as natural disasters (including, but not limited to, floods, earthquakes, and fires), accidents, or man-made events (such as wars, riots, or vandalism).

Warranty Statement

Article 3 – Transportation

- 3.1 Shipping Arrangements: Newland AIDC will arrange the return shipping of repaired devices from the Newland AIDC Service Center to the buyer, using a carrier of Newland AIDC's choice.
- 3.2 Return Material Authorization (RMA): Devices must be sent for repair only after obtaining an RMA number. Customers are required to use the Newland AIDC RMA form available at <https://www.newlandaidc.com/Services/index.html>. All devices should be securely packaged to prevent further damage during transit.
- 3.3 RMA Submission Limits: Newland AIDC reserves the right to set daily and per-customer limits on the number of RMA submissions.
- 3.4 Prompt Submission: Customers are advised to promptly send in devices exhibiting faults for repair.

Article 4 – Limitation of liability

- 4.1 Warranty Claims: Warranty claims against Newland AIDC under the Standard Warranty are limited to the repair, exchange, or maintenance services described in this document.
- 4.2 Exclusion of Liability: Newland AIDC shall not be liable for any data loss, unauthorized data access, service interruptions, network breaches, lost profits, or indirect damages, regardless of whether Newland AIDC was pre-informed of such potential damages. This exclusion applies to both customers and third parties.

Article 5 – Risk of loss

- 5.1 Responsibility for Equipment: Newland AIDC assumes the risk of loss or damage for Newland AIDC-owned equipment or devices in transit from Newland AIDC to the customer.
- 5.2 Customer Negligence: Loss or damage resulting from negligent handling by the customer is excluded from this provision.
- 5.3 Insurance Coverage: Newland AIDC is not responsible for providing optional insurance coverage for equipment.

Warranty Statement

Article 6 – Changes in Terms of Warranty

6.1 Warranty Updates: Newland AIDC's product warranties, detailed at <https://www.newlandaidc.com/Services/warranty.html>, are subject to change at any time without prior notice.

Article 7 – Acceptance of terms

7.1 Agreement to Terms: By placing an order for standard device of Newland AIDC, the customer implicitly accepts the General Terms Conditions of Warranty Statement.



- * Please be aware that Newland AIDC reserves the right to modify or update its product warranty terms at any time, without prior notification.
- * The latest warranty details, including any changes or updates, will be promptly published on our website at <https://www.newlandaidc.com/Services/warranty.html>



Extended Warranty Service

Category	Extended Warranty to	
Handheld/BS Scanner	3 Years	5 Years
Industrial Scanner	3 Years	5 Years
Mobile Terminal/NQuire/ Smart Watch/RFID Product	2 Years	3 Years
Desktop Printer/Mobile Printer	2 Years	3 Years
Speedata Product	N/A	

*All the terms of extended warranty should be fully complied with standard warranty terms.
*Service PO must be placed within 30 days from product invoice date.

Comprehensive Service

Category	Comprehensive Warranty Length		
Handheld/BS Scanner	1 Year	2 Years	3 Years
Industrial Scanner	1 Year	2 Years	3 Years
Mobile Terminal/NQuire/ Smart Watch/RFID Product	1 Year	2 Years	3 Years
Desktop Printer/Mobile Printer	1 Year	2 Years	3 Years
Speedata Product	N/A		

*Service PO must be placed within 30 days from product invoice date.



Terms and Conditions of Comprehensive Service

These terms and conditions govern all contractual agreements and proposals related to the Comprehensive Service provided by Newland AIDC Asia Pacific Pte. Ltd., also referred to as 'Newland AIDC'. Newland AIDC is legally registered and primarily operates out of its head office located in 6 Raffles Quay #14-06 Singapore 048580.

Article 1 – Comprehensive Service

1.1 Service Features and Limitations

- a. Turnaround Time: Repair turnaround time at the Newland AIDC Service Center is targeted at 10 business days post-receipt of the device.
- b. Shipping: Post-repair, Newland AIDC will arrange for the device's return to the buyer, utilizing a shipping carrier of Newland AIDC's choice.
- c. Service Duration: Comprehensive Service is available for terms of one (1), two (2) or three (3) years and counted from the date of service purchasing.

1.2 Coverage Scope: The Comprehensive Service encompasses repair or replacement for the following:

- a. Damaged housing.
- b. LCD defects.
- c. Touch panel issues.
- d. Damaged battery cover (excluding integrated battery assemblies).
- e. Broken scan windows.
- f. Faulty triggers or switches.
- g. Component and parts failures due to manufacturing defects or normal wear and tear.

1.3 Accidental Damage: The service extends to repairs of accidental damage caused by the customer or their employees, subject to limitations detailed in section 1.2.

1.4 Right to Refuse Repair: Newland AIDC retains the discretion to decline repair of devices deemed as having total economic damage, as outlined in section 2.6.

1.5 Damage Assessment: The evaluation and determination of the damage are exclusively under Newland AIDC's authority. The processing of such cases is governed by the protocol set out in section 2.6.

Terms and Conditions of Comprehensive Service

Article 2 – Exclusions from the Comprehensive Service

2.1 Availability: The Comprehensive Service is available across all regions for specific product lines as defined by Newland AIDC

2.2 Service Limitations: The Comprehensive Service does not cover:

- a. Products modified or repaired outside Newland AIDC Service Centers or unauthorized representatives.
- b. Defects or damages caused by third-party actions.
- c. Defects, failures, or damages determined by Newland AIDC to result from misuse, abuse, or improper operation.
- d. Damages caused by natural.
- e. Accessories, consumables, and similar items (e.g., holsters, cradles, cables, power supplies, batteries).

2.3 Biological Contamination: Equipment contaminated biologically is not eligible for service. Any costs related to its return will be charged to the contractual partner.

2.4 Cosmetic Damage: Cosmetic damage not impacting the device's normal function is excluded from service. An inspection fee may be applicable.

2.5 Inspection Fee: An inspection fee may apply for devices found to have no issues upon examination.

2.6 Economic Viability: If repair is not economically viable, Newland AIDC will notify the customer and provide a cost estimate for a replacement. Devices can be returned unpaired upon customer request.

2.7 Data Responsibility: All data, applications, and user-specific configurations will be erased during repairs. Newland AIDC is not responsible for data recovery or reconfiguration post-repair.

2.8 Replacement Policy: Newland AIDC reserves the right to replace any device with a functionally equivalent, refurbished, or new unit.

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Terms and Conditions of Comprehensive Service

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Article 7 – Acceptance of terms

7.1 Agreement to Terms: By placing an order for Comprehensive Service, the customer implicitly accepts the General Terms and Conditions of Newland AIDC and these Comprehensive Service Terms and Conditions.

7.2 Precedence in Case of Conflict: In instances of conflict between the General Terms and Conditions of Newland AIDC and these Comprehensive Service Terms and Conditions, the latter will take precedence.

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Official Website



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