

## Handheld Warranty Information and Repair Options

The following procedures explain the options available to TrackAbout Users in the event that warranty or repair service is needed on hardware purchased through TrackAbout. Please call TrackAbout if you have any questions regarding the procedure to process hardware issues.

### Within 30 Days of Purchase

All hardware that doesn't work properly within 30 days after purchasing the equipment can be replaced if you have the original packaging. Please do not write on the original packaging. Contact TrackAbout at 412-269-1872 x10 to process the return.

### 1 Year Manufacturer's Warranty

Motorola (Symbol) support contact 1-800-653-5350

Intermec support contact 1-800-755-5505

Psion Teklogix Corp support contact 1-800-387-8898

Datamax-O'Neil printer support contact 1-800-796-6345

### Out of Warranty (suggested repair companies)

Setting up an account before a problem occurs will allow for faster processing and minimize turnaround time.

### **Legacy**

Contact Laura Bulat at Legacy 630-622-2015. In association with Legacy, a company founded by ex-Symbol repair specialists, a preferred-customer repair program has been developed for TrackAbout customers. In order to get started, please contact Laura Bulat at Legacy. Please make sure you tell Laura that you are a TrackAbout customer. A repair authorization form is required by Legacy. You can obtain a repair authorization form by emailing Roxanne Brown at [rbrown@trackabout.com](mailto:rbrown@trackabout.com). Setting up an account before a problem occurs will allow for faster processing and minimize turnaround time.

### **E.D. Systems**

866-724-2310

### **Ryzex Group**

800-735-2845