

## 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**

In association with Legacy, a company founded by ex-Symbol repair specialists, a preferred-customer repair program has been developed for TrackAbout customers. Please keep in mind, setting up an account before problems occurs will allow for faster processing and minimize turnaround time. To set up an account, simply contact Legacy's National Corporate Account Manager, Dennis Voska, at 630-622-2009 and be sure to tell him that you are a TrackAbout customer. A Legacy Repair Authorization Form (copy attached) must accompany all repairs.

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

866-724-2310

### **Ryzex Group**

800-735-2845

**630-622-2009**
**Repair Authorization**

Date \_\_\_\_\_

**SENDER'S INFORMATION:**

Company: \_\_\_\_\_ Credit Terms: \_\_\_\_\_ Terms (If NET30 must have a PO) # \_\_\_\_\_ Store # \_\_\_\_\_

Street Address \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax#: \_\_\_\_\_ Email: \_\_\_\_\_

**RETURN ADDRESS:** (Please complete below only if different from Sender's information.)

Company: \_\_\_\_\_ Store #: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Fax#: \_\_\_\_\_ Email: \_\_\_\_\_

**PRODUCT / FAILURE DESCRIPTION:** (Please check the option below which best describes the failure that you are experiencing.)

Model Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

**Under Warranty:** Yes No **Warranty Start Date:** \_\_\_\_\_

**BATTERY PROBLEM**

 Backup  
 Damage  
 Drain problem  
 Heating up  
 Won't charge  
 Won't hold charge

**CABLE PROBLEM**

 Connector  
 Cut / pinched  
 Intermittent  
 Loose  
 Worn

**CHARGER PROBLEM**
**COMMUNICATION PROBLEM**

 Interface  
 Intermittent  
 Modem  
 Optical  
 PCMCIA  
 Printer  
 Range / coverage  
 RF / radio

**DAMAGE PROBLEM**

 Antenna  
 Antenna Mount  
 By water  
 Case / housing  
 Connector  
 End cap  
 Handle  
 Internal / loose parts  
 Trigger  
 Window / lens

**DISK PROBLEM**
**DISPLAY PROBLEM**

 Backlight  
 Cracked  
 Does not display  
 Faint / contrast  
 Lines  
 Missing characters  
 Touch panel

**ERROR RECEIVED**

Message \_\_\_\_\_

**KEYBOARD PROBLEM**

 Keys not functional  
 Missing Keys  
 Overlay  
 Sticking keys  
 Worn keys

**LASER PROBLEM**

 Alignment / beam size  
 Intermittent  
 No beam / faint beam  
 No decode

**LED PROBLEM**
**LOCKUP PROBLEM**
**MEMORY PROBLEM**

 Error  
 Full / insufficient

**PRINTER PROBLEM**

 Cable  
 Head problem  
 Journal / tapes / slip  
 Printing quality

**POWER PROBLEM**

 Intermittent  
 Won't power up

**RESET PROBLEM**

 Does not  
 Intermittent

**SETUP PROBLEM**
**SOFTWARE PROBLEM**

 Application problem  
 Configuration issues  
 Does not load  
 Error  
 Revision / version

**SYSTEM PROBLEM**

 Crashes  
 Error  
 Interface  
 Network

**TONE-BEEPER-SPEAKER**
**WAND PROBLEM**

Please provide any additional detail regarding your failure: \_\_\_\_\_

**Ship To:**
**LEGACY INCORPORATED**  
**56 Chancellor Dr**  
**Roselle, IL 60172**