

Southwest Central Dispatch Panasonic Refresh

Procedures for Warranty Repairs and/or Replacements

The MDC hardware and mounting components in your new ruggedized solution are warranted for three years, under normal use and service, for defects or faulty workmanship, from delivery to SWCD. Please note that not all issues are covered by this warranty (see exceptions below). Should a warranty problem occur with the equipment installed (Panasonic laptop, PDRC, PDRC Keyboard, LedCo dock, Ledco Advanced Hub or any mount or cable component), please follow these procedures:

1. Visit the Technical Support section of the TSL ruggedized solutions website at <http://www.publicsafety911.com> and review the FAQ for your problem. If your problem or fix is not listed, click on the email support link and send us an email (support@publicsafety911.com) providing the information on the issue as requested.
2. For serious issues not addressed on the website or in provided documentation, call Tallgrass Systems Ltd. TNX Support Center (TSL) at 708-349-2212 or 800-475-3434 to report and qualify the problem.
3. If an on-hands visit is necessary to replace or repair the equipment, TSL will set up an on the bench or in the field appointment for the technician. TSL may need to inspect the vehicle's operation and/or perform diagnostics. The TSL technician may need to pull the equipment to determine if problem is hardware or software related and/or repair it. Some repairs require return to manufacturer.
4. If hardware, arrangements will be made to remove equipment and process for warranty repair or replacement. Department will be notified when repaired unit is returned and an appointment will be made for installation back into the vehicle.
5. If the issue is software related caused by a hardware defect which changes the stock image, the technician, if necessary, will restore image at TSL. (Note: an imaging fee will be charged for problems caused by third-party software.)

Not all issues are covered by warranty. For such issues or circumstances additional fees will apply and will be billed as appropriate. Examples (not limited to) of non-warranty situations are:

- No Problem Found – On-Site or Bench
- Problems or Interference by 3rd Party Equipment or Service
- User Education or Training
- Careless Operation or Abuse of Equipment
- Electrical Jumps or Power Malfunctions
- Unauthorized Changes to Windows Image or Software
- Unauthorized Disassembly and/or Reassembly
- Initial Installation Issues Beyond 30 Days
- Troubleshooting Non-Product Issues – Bench or On-Site

Fee Schedule for Non-Warranty Services (if needed)

TNX-NPF-OS	No Warranty Problem Found – Onsite Request		Per Hr	\$ 95.00
TNX-TRAIN-MDC	Training On-Site		8 Hr	\$ 750.00
TNX-SWLOADTRA	Loading SW911 Provided SW per CPU per Session			\$ 5.00
TNX-SW-IMAGING	Software Imaging (Ghost) Assistance		Per MDC	\$ 30.00
TNX-SUPPORT	Technical Support	1/4 Hr Min	Per Hr	\$ 95.00
TNX-ONSITE-TROUBLE	Other Issues or Problems On-Site Troubleshooting	+Travel Exp	Per Diem	\$ 900.00
TNX-WAT	Warranty Assistance Troubleshooting		Per Issue	\$ 55.00

T-Care SLA Bulk Purchase Agreements are Available - Please Inquire

These fees may include testing equipment, sending equipment to manufacturer for non-warranty repair, interacting with 3rd party providers, testing equipment again upon return from manufacturer and reinstalling in vehicle outside our normal facilities. Some services may only be provided in Palos Heights, Orland Park or our Wheeling location, depending upon the nature of the problem.

Users who elect to return any item directly to the manufacturer risk incurring NPF fees. TSL will NOT be responsible for such fees which are the sole responsibility of that user.

Technical Support is provided on business days, Monday through Friday, from 9am to 5pm. Support outside these hours may be available for an after-hours fee. TSL/TNX will attempt to commence help within four hours of a formal report.