

Manufacturer	Return / DOA Period*	Manufacturer's Warranty Terms	Warranty Service
<b>3M Touch Systems (Microtouch)</b>	30 days	Touch Displays: 3-year warranty Cables and Accessories: 90-day warranty	<a href="http://www.3m.com/touch">www.3m.com/touch</a> (866) 407-6666
<b>Alien</b>	Direct to Alien	*Readers, Antennas and other hardware components (excluding Tags) - 1-year warranty * Tags- 180-day warranty *Software Media - 90-day warranty (does not include software itself)	<a href="http://www.alientechnology.com">www.alientechnology.com</a> (800) 372-4160
<b>American Power Conversion (APC)</b>	30 days direct to American Power Conversion (APC)	2-year warranty Customer calls APC to receive RMA.	<a href="http://www.apcc.com">www.apcc.com</a> 800-800-4272, option 5, then 1
<b>APG Cash Drawer</b>	30 days	2-year standard warranty Series 4000: 3-year warranty (additional 2 years for registering product at <a href="http://www.apgcd.com">www.apgcd.com</a> )	<a href="http://www.apgcd.com">www.apgcd.com</a> (763) 571-5000
<b>Cherry Electrical Products</b>	30 days For DOA keyboards, please first contact Cherry @ 800-510-1689. Once Cherry has determined the unit is DOA, and provided a case	All Keyboards: 2-year warranty Warranty Service USA: Greemark Technologies Warranty Service Canada: Grand Tech Technical Services	<a href="http://www.cherrycorp.com">www.cherrycorp.com</a> (800) 510-1689 (630) 705-0900 (905) 764-5100

	number, you may then contact SS Tech Services in order to start the RMA process.		
<b>Cisco</b>	30 days *Defective product must go through SS Tech Support	1-year limited warranty Aironet Wireless Products: 1-year limited HW Other products: 90 days to 1 year. See warranties listing online.	<a href="http://www.cisco.com">www.cisco.com</a> (800) 553-6387  For warranty information, <a href="#">click here</a>
<b>Citizen</b>	30 days  <b>NO DOA return on printheads</b>	CT-S801, CT-S851, CT-S601, CT-S651, CT-S281, CT-S4000, CT-S2000, CBM-1000II, CT-S310, CT-S300, CT-S280, and CBM-291/293 thermal packaged printers; CD-S500, CBM 910II, CBM-920II and iDP3550/51 impact dot matrix packaged printers. PMU-2200/2300, PPU-231, PPU-700 Kiosk printers- 3 year warranty.  CL-S521, CL-S621, CL-S631, CLP-521, CLP-621, CLP-631, CLP-7200, and CL-S700 series barcode printers (excluding print head, peeler and cutter) - 2 year warranty.  CMP-30, CMP-20, CMP-10 and PD-24 mobile thermal printers (excluding batteries), CT-S2000 Memory printer without Keylock CT-S2000 Memory printer with Keylock (sku#	<a href="http://cbma.custhelp.com">http://cbma.custhelp.com</a>  (800) 843-8270 (US) For warranty repair issues within Canada, call (800) 421-6516

		<p>starting with CTS2000RSM-D32), barcode printer print heads, barcode printer cutters and barcode printer peelers - 1 year warranty.</p> <p>Mobile printer batteries - 6 month warranty</p> <p>Printer Mechanisms, Controller Boards, and all spare parts, Auto-Cutters, Auto Winders, Control Chips, etc. - 90 day warranty.</p>	
<b>Cognitive TPG</b>	30 days	<p>2-year warranty</p> <p>4-year warranty A799</p>	<p><a href="http://www.cognitivetpg.com">www.cognitivetpg.com</a></p> <p>(800) 732-8950 ext. 4</p>
<b>Cradlepoint Technology</b>	None	1-year warranty	(208) 424-5054, option 2
<b>Datacard Group</b>	<p>30 Days / Contact Datacard to obtain a service request number. Once the service request number has been received, contact ScanSource Tech Support.</p>	<p>Camera Packages -1-year</p> <p>Software - 18 months</p> <p>Card Printers - 18 months</p>	(800) 328-8623
<b>Datalogic Mobile</b> (Percon/PSC/DTL)	30 days	1-year warranty	<p>Web RMA Requests:</p> <p><a href="http://www.adc.datalogic.com/onlineRMA">www.adc.datalogic.com/onlineRMA</a></p> <p>TECHNICAL</p>

			<p>SUPPORT/SERVICE/RMA:</p> <p>Toll Free: (888) 435-7772 Direct: (541) 349-8283</p> <p><a href="mailto:rmamobile@datalogic.com">rmamobile@datalogic.com</a></p>
<p><b>Datalogic Scanning</b> (Percon/PSC/DTL)</p>	30 days	<p>Standard PowerScan: 3-year warranty  PowerScan 7000 2D: 5-year warranty  QuickScan 6500: 5-year warranty  QuickScan 6500 BlueTooth: 3-year warranty  Magellan Scanner/Scale: 1-year warranty  Magellan 1400i/1000i: 2-year warranty  Gryphon I: 5-Year Warranty  Gryphon Desk: 5-year warranty  Gryphon Mobile/BlueTooth: 3-year warranty  Heron: 5-year warranty  IP products: 30 months</p>	<p>Web RMA Requests</p> <p><a href="http://www.scanning.datalogic.com">www.scanning.datalogic.com</a>  <a href="http://www.adc.datalogic.com/onlineRMA">www.adc.datalogic.com/onlineRMA</a></p> <p>RMA Phone:</p> <p>Toll Free: (888) 435-7772 Direct: (541) 349-8283</p> <p>Datalogic Scanning Technical Support  (800) 695-5700</p>
<p><b>Datamax-O'Neil Desktop Printers</b></p>	30 days	<p>1-year standard manufacturer's warranty on all models.</p>	<p><a href="http://www.datamaxoneil.com">www.datamaxoneil.com</a>  (407) 523-5540</p>
<p><b>Datamax-O'Neil Portable Printers</b></p>	30 days	<p>The following printers are covered for, including print head, 1-year warranty: MP Compact4, OC2, OC3, LP3, MF8i, RP-2000, VMP-2000, Apex Series, S2000i, Andes 3.</p> <p>The following printers are covered for, including print head, 2-year warranty:</p>	<p><a href="http://www.datamax-oneil.com">www.datamax-oneil.com</a>  (407) 523-5540</p>

		MF2TE, MF4T, MF4TE & PrintPAD.	
<b>Digi</b>	30 days	5-year warranty on hardware	<a href="http://support.digi.com">http://support.digi.com</a> (877) 912-3444
<b>Elo TouchSystems</b>	30 days	LCD Touchmonitors: 3-year warranty All-In-One Touchcomputers: 3-year warranty All the peripherals/accessories for touchcomputers and touchmonitors will now carry a 3-year warranty whether included in the monitor/computer or sold separately.  *Custom monitors and some Series 5000 monitors are non-returnable.	<a href="http://www.elotouch.com">www.elotouch.com</a> (800) 557-1458
<b>Epson America</b>	30 days	1- or 2-year warranty depending on model type. IR Units = non-returnable, repair only. From the <a href="http://www.pos.epson.com">www.pos.epson.com</a> website you can search for a repair center in your area by zip code. Click on "Service." Then, "Authorized Service Provider Program."	<a href="http://www.pos.epson.com">www.pos.epson.com</a>  For Canadian warranty repairs, please use one of the following repair centers:  MSPS 16 FORESTELL STREET, BOX 864 Tottenham Ontario L0G 1W0 (905) 936-6006 RYZEX Repair 215 Shields Court Unit 2 Markham Ontario L3R 8V2 (877) 846-3316 SMD Laser 5000 d'Iberville suite B139 Montreal Quebec H2H2S6

			(514) 521-6238
<b>Fargo Electronics</b>	All DOA issues handled directly through Fargo Tech Support.	1-year warranty	<a href="http://www.fargo.com">www.fargo.com</a> (800) 459-5636
<b>Fujitsu America</b>	30 day	1-year depot warranty - contact Fujitsu to determine products that qualify.	<a href="mailto:FAI_Scansource@us.fujitsu.com">FAI_Scansource@us.fujitsu.com</a> (800) 538-8716, option 9
<b>Honeywell</b>	30 days	<p><b>LASER AND HANDS FREE SCANNING</b></p> <p>Voyager Series: 5 years  Voyager BT Series: 2 years  Voyager GS Industrial: 3 years  MS-7600 Series Horizon: 3 years  Stratos: 2 years</p> <p><b>LINEAR &amp; 2D SCANNING</b></p> <p>Hyperion 1300g Linear Imaging Scanner: 5 years  3800R Retail/Commercial Linear Imager: 5 years  3800i Industrial Linear Imager: 3 years  3820 Cordless Retail/Commercial Linear Imager: 3 years  4800 Industrial Area Imager: 5 years  Xenon 1900 Retail/Commercial Area Imager: 5 years  Xenon 1902 Cordless Retail/Commercial Area Imager: 3 years</p> <p><b>MOBILITY</b></p>	<p><a href="http://www.honeywell.com/aidc">www.honeywell.com/aidc</a> (800) 782-4263, option 4</p> <p>Legacy LXE Technical Support or Repair (877) 493-0947 or (770) 449-0154 or via email at <a href="mailto:lxehelp@lxe.com">lxehelp@lxe.com</a></p>

		<p>Dolphin 6000 Scanphone: 1 year  Dolphin 6100/6500 Mobile Computer: 1 year  Dolphin 7800/9700/9951/99EX Mobile Computer: 1 year  All Dolphin accessories: 1 year  Marathon: 2 years</p> <p><b>SUPPLY CHAIN</b>  Terminals: 1 year  Scanners: 1 year  Batteries: 6 months  Accessories: 1 year</p>	
<b>Honeywell Batteries</b>	30 days	<p>Mobile Computer Batteries: 1-year warranty  Portable Printer Batteries: 3–6-month warranty(varies)  Charging Holster: 1-year warranty  Battery Chargers: 2-year warranty</p>	(800) 267-2711
<b>HP</b>	<p>Contact HP Technical Support at 800-544-9976</p>	<p>Standard Warranty  3-year onsite, next business day  3-year parts and 3-year labor - includes free telephone support 24 / 7  Certain restrictions and exclusions apply</p>	<p>(866) 852-4865, option 3  (800) HP-INVENT</p>
<b>IBM Point-of-Sale</b>	30 days for all products.	4800, 4810, 4613, 4838, 4900 :1-year depot or 1-	(800) 426-7378

	Contact ScanSource Technical Support to arrange for repair or replacement of DOA product.	year onsite warranty (varies by model)  4610, 4820, 4852: 1-year depot or 1-year onsite warranty (varies by model)  Contact ScanSource Technical Support for DOA and warranty details by model.	
<b>ICVerify</b>	30 days	1-year warranty on hardware. 30 days free support from day of registration	(800) 538-0651
<b>ID TECH</b>	30 days	Minimags: 2 year All other products: 1 year	<a href="http://www.idt-net.com">www.idt-net.com</a> (714) 761-6368
<b>Ingenico</b>	60 days  Defective products must go through SS Tech Support.	ipp3XX: 1-year manufacturer warranty  iscXXX: 3-year manufacturer warranty  i6550,i6580, i6780: 1-year manufacturer warranty	Contact SS Tech Support at 800.944.2439 ext. 4002.  or  email <a href="mailto:Support@ScanSource.com">Support@ScanSource.com</a>
<b>Instruments &amp; Equipment (STAR)</b>	30 days	1-year warranty for both parts and labor 3-year warranty on parts only (years 2 and 3 parts are covered at no charge)	(800) 432-1255 ext. 137
<b>Intellitrack, Inc.</b>	30 days	30-day warranty - must be requested through ScanSource	(888) 583-3008



<b>Intermec Technologies</b>	30 days Defective products must go through SS Tech Support  * If there is a service contract associated with the returned product, you must contact your sales rep for reimbursement or updates.	Barcode printers, data collection terminals: 1 year Software: 30 days SF51 Rugged scanners: 1 year SR6x Rugged scanners: 3 years SR30 Light Industrial Scanner : 5 years RFID Hardware: 1 year RFID Tags: 90 days Printheads: 90 days	<a href="http://www.intermec.com">www.intermec.com</a> (800) 755-5505
<b>Ithaca Printers (TransAct)</b>	30 days	2-year warranty	<a href="http://www.transact-tech.com">www.transact-tech.com</a> (607) 257-8901
<b>Janam Technologies, LLC</b>	30 days	1 year	<a href="http://www.janam.com">www.janam.com</a> (866) 915-5311
<b>Loftware</b>	90 days direct to Loftware	90-day replacement for distribution media, manuals and licenses 1-year replacement of non-functioning keys.	(207) 363-3195
<b>Logic Controls</b>	30 days	All in One units: 3-year warranty Table display, pole display, & cash drawers: 3-year warranty Magnetic Stripe Reader: 2-year warranty All other products: 1-year warranty	(516) 248-0400

<b>MagTek</b>	30 days	MSR units: 1-year warranty MICR units: 14 months from the date of manufacture	(888) 624-8350
<b>Microsoft</b>	Contact Microsoft directly	Contact Microsoft directly	(888) 455-7422
<b>MMF POS</b>	30 days  For replacement keys, contact MMF.	3-year warranty from date of manufacture on all Heritage, Media Plus and Cashier Plus  2-year warranty from date of manufacture on all Val-U-Lines	(800) 769-1954
<b>Monarch (The Printer Systems Division of Avery Dennison)</b>	30 days	Printers: 1-year limited depot level warranty  Thermal printheads: Prorated limited 6 months warranty or 1 million inches  Batteries and Cables: Prorated limited 3 months  Physical damage to batteries, cables and/or printheads is NOT COVERED under the limited warranty.	<a href="http://www.paxar.com">www.paxar.com</a>  (800) 331-7632
<b>Motorola</b>	30 days	Accessories, serialized: 90 day warranty Accessories, unserialized: 30 day warranty Scanners - 1 year standard warranty	(800) 653-5350

		<p>Scanners - CS1504: 3 month warranty</p> <p>Scanners - CS3000, MS954, MS22xx, MS44xx: 1 year standard warranty</p> <p>Scanners - LS7708, LS9203i: 2 year standard warranty</p> <p>Scanners - LS9208i: 30 month standard warranty</p> <p>Scanners - DS457, DS35xx, DS6878, DS9208, DS9808, LS1203, LS3008, LS3408, LS3578, LS4278, LS7808, MS12xx, MS32xx, MT2000: 3 year standard warranty</p> <p>Scanners - DS4208, DS6707, LS2208, LS4208: 5 year standard warranty</p> <p>MicroKiosks: 1 year standard warranty</p> <p>Terminals: 1 year standard warranty</p>	
<b>M-S Cash Drawer</b>	30 days	<p>Star Micronics will only authorize warranty repairs on any printers unless the customer (end user or reseller) contacts Star's technical support first. Star will issue a case number that must be referenced in order for an IWRA (In Warranty Return Authorization) to be issued</p>	(732) 623-5500

		for the repair. Customer should contact Star Tech Department at (732) 623-5500 for tech support prior to requesting warranty service for a Star Micronics product.	
<b>National Service Center</b>	Sales rep to contact PM	Dependent upon level of service selected (1, 2, or 3 year plan)	<a href="http://www.nationalservicecenter.com">www.nationalservicecenter.com</a> (800) 500-6421
<b>NCR</b>	Contact ScanSource Technical Support  Lesser of 30 days or date of installation	NCR Terminal Standard Warranty: 1-year Depot EasyPoint 45: 90 Day On-site; 1-year depot NCR Scanners: Standard Warranty 1-year depot NCR 7837 Series: 3-year depot, except 7837-0000 (2 year depot) NCR Fastlane: 90-day on-site warranty NCR PC/ELS: 1-year on-site warranty	(800) 262-7782
<b>O'Neil Printers</b>	30 days	All printers, including print head, 1-year warranty	<a href="http://www.oneilprinters.com">www.oneilprinters.com</a> (949) 458-0500
<b>Opticon</b>	30 days	2-year warranty LG2/CR2: 3 year warranty Accessories and Batteries: 30-day warranty	<a href="http://www.opticonusa.com">www.opticonusa.com</a> (800) 636-0090
<b>Panasonic System Solutions</b>	30 days *Defective	All products have depot warranty. Timeframes vary.	Panasonic c/o Heartland Services (847) 468-5100

	systems must go through SS Tech Support	Please contact ScanSource Tech Support @ 800.944.2439 ext. 4002.	
<b>ParTech, Inc.</b>	Contact ParTech directly for DOA returns and replacements	To receive a warranty repair or OBF replacement the partner will be required to contact PAR's Customer Service Support Center at 800-382-6200. The following information is needed to process a PR request: <ul style="list-style-type: none"> <li>• Channel Partner ID number</li> <li>• Site name, ID number and location where the equipment is installed</li> <li>• Failed model and serial number and all feature numbers</li> <li>• Description of failure</li> </ul>	ParTech Customer Service Support Center at 800-382-6200.
<b>Pioneer POS</b>	30 days direct to Pioneer POS	S-Line, StealthTouch and Magnus all-in-ones, Touchmonitors - 3-year warranty All others - 1-year Depot warranty	<a href="http://www.pioneerpos.com">http://www.pioneerpos.com</a> (888) 468-9757
<b>POS-X</b>	30 days	All POS-X products carry a 3-year warranty except for	<a href="http://www.pos-x.com">www.pos-x.com</a> or

		<p>the following:  Fuzion Mobile Device: 1-year warranty  XI3200 Barcode Scanner: 5-year warranty  XR520 Receipt Printer: 5-year warranty</p> <p>*All POS-X products carry 2-Day Advanced Exchange service free of charge for the length of the warranty. Overnight and Extended warranties are available. For more information visit <a href="http://www.pos-x.com/warranty">www.pos-x.com/warranty</a></p>	(360) 738-8433
<b>Posiflex Business Machines, Inc.</b>	30 days direct to Posiflex.	3-year warranty for US & Canada	Posiflex Tech Support (510) 429-7097
<b>PrehKeyTec</b>	30 days For DOA keyboards, please first contact PrehKeyTec @ 800-577-7734, ext.103. Once PrehKeyTec has determined the unit is DOA, customer may contact SS CS to obtain an RMA.	3-year warranty	<a href="http://www.prehkeytecusa.com">www.prehkeytecusa.com</a> (800) 577-7734
<b>Printronix</b>	30 days	P7000 Line Printers: 90 day onsite warranty T5r/SL5r Printers: 1-year return to factory T4M/SL4M Printers: 1-year return to factory Printheads: 6-month return	(714) 368-2686

		<p>to factory</p> <p>PrintCarts: 90 days on site</p> <p>TallyGenicom Line: 90 days on site 9-month return to factory</p> <p>TallyGenicom Serial: Model specific, contact Printronix</p> <p>TallyGenicom Laser: Model specific, contact Printronix</p>	
<b>RedBeam</b>	90 days	Software - 30-day warranty; service contract for an additional year of service and telephone support may be purchased	<a href="mailto:support@redbeam.com">support@redbeam.com</a> (877) 373-0390
<b>RJS</b>	30 days	1-year warranty	(714) 368-2355
<b>SATO</b>	30 days No returns on printheads or media	Printers - 1 year Spare Parts - 1 year Printheads / Platen Rollers - Thermal Transfer Applications: 1 year or 30km (1,200,000 linear print inches) Printheads / Platen Rollers- Direct Thermal Applications: 1 year or 15km (600,000 linear print inches) Cutters - 1 year from the date of purchase or the following number of cuts SATO Standard Guillotine Cutter - 1 year or 300,000 cuts SATO Heavy Duty Rotary (HD) Cutter - 1 year or 500,000 cuts SATO XL400/410e Integrated Cutter - 1 year or 1,000,000 cuts	<a href="http://www.satoamerica.com">www.satoamerica.com</a> (704) 644-1650

		Rechargeable Batteries - 90 days from date of purchase	
<b>Seagull Scientific</b>	30 days	Seagull will exchange for new product (warranty information to be determined).	
<b>Seeburger</b>	Non-returnable	Full term of license agreement. Software orders require a minimum of 12 months maintenance contract.	(770) 604-3888
<b>Socket Mobile</b>	60 days	One year limited warranty based on warranty statement. Excludes batteries, removable cables, cases, straps, chargers, and CF to PC Card Adapters (90 day coverage)	<a href="http://support.socketmobile.com">http://support.socketmobile.com</a>
<b>Stadia</b>	30 days	N/A	N/A
<b>Teklynx</b>	Non-returnable	Contact Teklynx directly	<a href="mailto:customerservice@teklynx.com">customerservice@teklynx.com</a> or (888) 629-4444
<b>TG3 Electronics</b>	30 days	One year limited warranty based on warranty statement Four year warranty on the TG121 Series and TG136 Series	Register RMA on web site at <a href="http://www.tg3electronics.com">www.tg3electronics.com</a> or (262) 652-2626
<b>Unitech</b>	30 days  For batteries,	POS Keyboards - 1-year warranty Portable Data Terminals -	<a href="http://us.ute.com">us.ute.com</a> (800) 861-8648



	customer should contact Unitech Support Team directly. Unitech will do advance replacement direct with customer if DOA.	1-year with optional extended warranty and service contracts available Scanners - 1-year warranty Scanners - MS210 series: 3-year warranty Scanners - MS330 series: 5-year warranty Stationary Terminals - 2-year warranty	
<b>VeriFone</b>	No Returns  Customer must contact VeriFone for all DOA issues.	Mx Series Terminals - 3 years Vx Series Terminals - 1 year PinPad 1000SE - 1 year SC5000 - 1 year	<a href="http://www.verifone.com">www.verifone.com</a> or (800) 834-9133
<b>VeriFone (PC Charge)</b>	No returns  Customer must contact VeriFone for all DOA issues	60 days from date of shipment	<a href="http://www.gosoftware.com">www.gosoftware.com</a> or (877) 659-8981
<b>Vigilix</b>	N/A	N/A	<a href="http://www.vigilix.com">http://www.vigilix.com</a> or (864) 421-9256
<b>Wavelink Services</b>	Contact  Wavelink directly	Contact Wavelink directly	<a href="http://www.wavelink.com">www.wavelink.com</a> (425) 823-0111
<b>Wavelink Software</b>	Contact Wavelink directly	Contact Wavelink directly	<a href="http://www.wavelink.com">www.wavelink.com</a> (425) 823-0111
<b>Zebra Card Printers (formerly</b>	30 days / Contact Zebra to obtain a case	Printer: 1-year warranty Printserver II: 3-year warranty	(800) 344-4003

<p><b>Eltron)</b></p>	<p>number. Once case number has been received, contact ScanSource Tech Support.</p>	<p>Keyboard display units: 6-month warranty  Printheads: 6-month warranty  Batteries and spare parts: 3-month warranty  Printers: 12 months from ScanSource Invoice Date</p>	
<p><b>Zebra Technologies</b></p>	<p>30 days  No DOA returns on printheads</p>	<p>Printers (except bar code printheads and other normal wear items),  chargers, power supplies, hardware keys, media, ribbon, Zebranet ® printer servers, SEH PS102-Z, SEH PS105-Z, batteries - 1 year warranty  Printheads - 6-month warranty  Spare Parts - 3-month warranty  Accessories - 1-month warranty</p>	<p><a href="http://www.zebra.com">www.zebra.com</a>  (847) 634-6700</p>