



## Hot-Swap Warranty Information

### Items covered under the Hot Swap Warranty:

**All-In-One units (Counter & Wall-Mounted)**

**Tablets**

**Receipt Printers**

The point of sale system includes a three (3) year hot-swap hardware warranty on terminals and thermal printers. This warranty begins the day the equipment is installed. For additional equipment sales, the warranty period begins the day the equipment is delivered.

When the need arises, Signature Systems will have a replacement unit or equivalent product sent out for next day delivery.

Signature Systems registers hot-swap issues with the manufacturer by 5PM ET Monday-Friday. All hot-swaps received after that time will be processed on the next business day. Signature Systems makes every effort to expedite hot-swaps.

## Hot-Swap Warranty

### ***What is and what is not covered:***

#### Covered:

- All manufacturer's defects not resulting from normal wear and tear

#### Not Covered:

- Physical damage such as, but not limited to: frayed wires, broken connectors, scratched glass, cracked glass, dropped equipment, broken/snapped off parts, cracked exterior casings, etc.
- Damage from electrical fluctuations, including but not limited to: power surges, brownouts, spikes, bad power and/or lightning strikes
- Acts of God
- Water and/or food damage
- Shipping damage as a result of improper packaging
- Virus or other malware-related issues. Any such issues will be resolved at additional cost based on the nature of the problem and the work required to remove the virus, etc. This may require charges for hard drive replacements and on-site tech visits.
- "No Problem Found" issues: Instances where units are returned and "No problem is found" will be charged at \$220 per incident. *It is in the customer's best interest to work closely with support to ensure there is a legitimate issue that requires a unit to be swapped before ordering another unit.*



## Advanced Replacement

**The devices listed below are eligible for *Advanced Replacement*.**

Signature Systems will ship out a replacement unit with a return shipping label included, so the store can return the broken unit. The store has 5 days to return the broken equipment once the replacement unit is received. If the equipment is not shipped back within 5 days, the store will be charged for the cost of the new item.

### **Products covered under Advanced Replacement:**

Cash drawer: three years  
Kiosk: one year (parts only)  
EMV card reader: one year  
Pole display: one year  
Fingerprint readers: one year  
Mobile/Belt printers: one year  
Tablet premium base: one year  
KDS equipment (PC, monitor, bump bar): one year  
Digital menu board PC: one year  
TV: one year

## Advanced Replacement

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- "No Problem Found" issues: Instances where units are returned and "No problem is found" will be charged at \$220 per incident. *It is in the customer's best interest to work closely with support to ensure there is a legitimate issue that requires a unit to be swapped before ordering another unit.*

What happens if not covered: When an issue is determined to be outside of the warranty, the customer will be responsible for the cost of the new unit. The customer will have the option of having the broken unit repaired and returned to them as an extra item or replaced. Costs of repairs or replacement will be the customer's responsibility.



## **In-House Warranty**

Some equipment is covered under our "in house warranty." Repairs and shipping are 100% covered by PDQ. You will send in the broken item, we will repair and send back to you at no charge for parts and labor.

### **Products covered under In-House Warranty**

**Impact printer: three years**

#### ***What is and what is not covered:***

##### Covered:

- All manufacturer's defects not resulting from normal wear and tear

##### Not Covered:

- Physical damage such as, but not limited to: frayed wires, broken connectors, scratched glass, cracked glass, dropped equipment, broken/snapped off parts, cracked exterior casings, etc.
- Damage from electrical fluctuations, including but not limited to: power surges, brownouts, spikes, bad power and/or lightning strikes
- Acts of God
- Water and/or food damage
- Shipping damage as a result of improper packaging
- Virus or other malware-related issues. Any such issues will be resolved at additional cost based on the nature of the problem and the work required to remove the virus, etc. This may require charges for hard drive replacements and on-site tech visits.
- "No Problem Found" issues: Instances where units are returned and "No problem is found" will be charged at \$220 per incident. *It is in the customer's best interest to work closely with support to ensure there is a legitimate issue that requires a unit to be swapped before ordering another unit.*



## **GLOSSARY**

### **Warranty Key Terms**

HOT-SWAP:	A “Next Business Day” warranty. When the need arises; Signature Systems will have a replacement unit sent out for next day delivery when unit is still under warranty. There is a three (3) year hardware warranty on terminals and a three (3) year warranty on receipt printers. (PAGE 1)
ADVANCED REPLACEMENT:	Refer to page 2 to see the list of items that are eligible for <i>Advanced Replacement</i> . Signature Systems will ship out a replacement unit with a return shipping label. The store has 5 days to return the broken equipment once replacement is received. (PAGE 2)
IN-HOUSE WARRANTY:	Covers the server and impact printers at 100%. Send in the broken item and we will repair and send back to you at no charge for parts and labor. While servers are not eligible for a loaner, impact printers are--provided a loaner form is filled out and sent to our support team. (PAGE 2)