



An overview of our
Warranties

Snapshot Overview

		Standard warranty	Extended warranty	Comprehensive
Contract length		Product dependant	+1 or +3 Years	3 or 5 Years
Turn Around time		10 working days	10 working days	5 working days
Coverage	Example	Coverage	Coverage	Coverage
Shipment receiving		✗	✗	✗
Shipment return		✓	✓	✓
Technical support		✓	✓	✓
Malfunction	Electronic failure	✓	✓	✓
Normal wear and tear	Scratched scan window	✗	✗	✓
	Scratched LCD module	✗	✗	✓
	Worn keypad	✗	✗	✓
	Worn charging contacts	✗	✗	✓
Accidental damage	Worn trigger switch	✗	✗	✓
	Cracked LCD module due to normal usage	✗	✗	✓
	Cracked enclosure / casing due to normal usage	✗	✗	✓
Damage due to abuse	Cracked LCD module due to abuse or miss-use	✗	✗	✗
	Cracked enclosure / casing due to abuse or miss-use	✗	✗	✗
Damage or defect due to man made or natural disaster	Usage outside specifications	✗	✗	✗
	Floods, earthquakes or any other natural disaster	✗	✗	✗
Accessories	All Pistol grips	1 Year	1 Year	1 Year
	All Cradles	1 Year	1 Year	1 Year
	All Cables	1 Year	1 Year	1 Year
	Batteries and USB Dongles	3 months**	3 months**	3 months**
	HR2300 & HR3300 batteries	1 Year	1 Year	1 Year

** For devices with build in battery, coverage is included

Warranty Statement

25-02-2026

Applicable to purchases made after 1st July, 2016

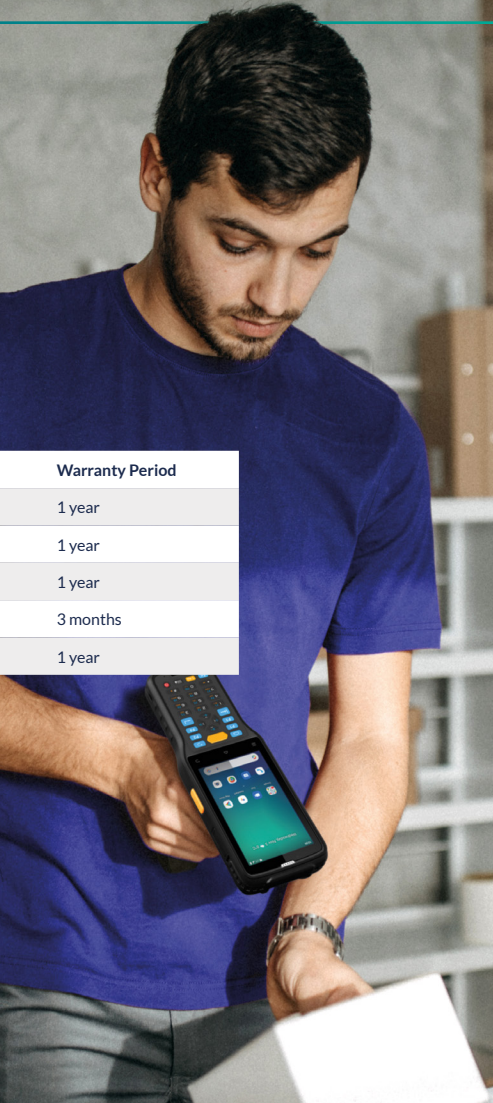
Unless otherwise stated/ by **Newland AIDC EMEA (Europe, Middle East & Africa)** in a sales agreement between Newland EMEA and an End-User customer, warranties of products sold after **1st July, 2016** are covered for the following warranty periods.

Warranty for Products

Product Categories	Warranty Period
Mobile Computers	2 years
Tablets	2 years
Touch Panel Computers	2 years
Handheld Scanners Corded - HR Series	5 years
Handheld Scanners Cordless - HR Series	3 years
Handheld Scanners Cordless HR2300 & HR3300	5 years
Stationary Scanners - FR Series	5 years
Stationary Scanners - FM Series	5 years
OEMs	2 years
WD2, WD3, BS80 Piranha, BS10R Sepia II	2 years
BS80 Piranha II, WD4	3 years
Speedata (all products)	2 years

Warranty for Accessories

Accessory Type	Warranty Period
All Pistol Grips	1 year
All Cradles	1 year
All Cables	1 year
Batteries & Dongles	3 months
Batteries HR2300 & HR3300	1 year



Newland's published product warranties may change from time to time without prior notice. Please visit our website for the latest warranty information.

Warranty Statement

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- | The warranty period begins on the day of purchase by the end user.
- | The warranty covers any malfunction caused by normal operation.
- | The Turn Around Time (TAT) for a warranty repair is ten working days from receipt of the device at the Newland repair facility.
- | For warranty repairs, Newland EMEA will cover the cost of return shipping.
- | Newland provides maintenance and support services for its devices for up to five (5) years following the End-of-Life (EOL) notification. This is subject to the availability of required components, particularly in cases of supply chain issues or component discontinuation beyond Newland's control.

Warranty Exclusion Statement

Conditions void the warranty includes, but does not limit to:

- | Any product which has been modified, or repaired by any other than Newland service or its authorized representatives.
- | Defects or damages caused by any third parties.
- | Any claimed defect, failure or damage which Newland determines was caused by faulty operations, improper use.
- | Any defect or damage caused by natural or man-made disaster.

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