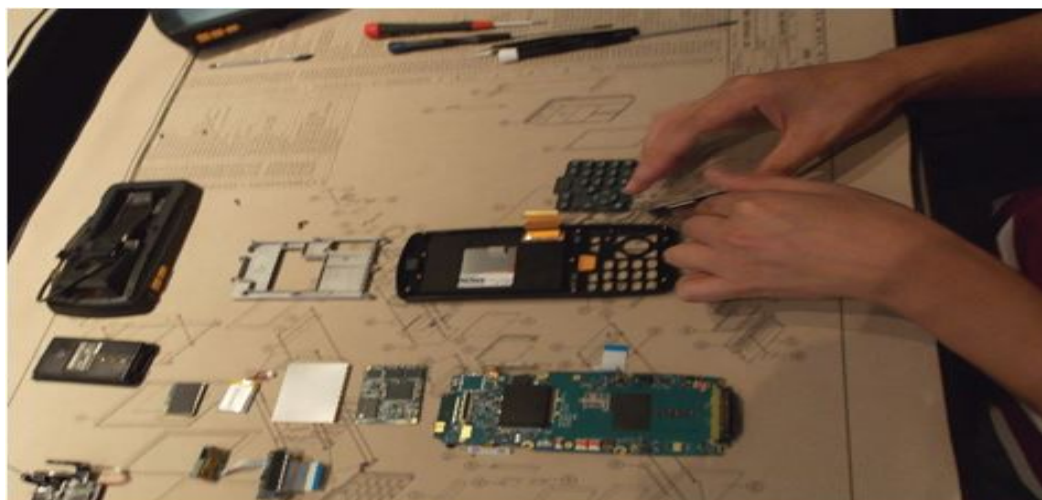


10. M3 Service Package Guide



Protect Your Investment and Gain a Long Life Cycle

M3 SERVICE PACKAGE COMPREHENSIVE WARRANTY

FOCUS ON YOUR BUSINESS WITHOUT CONCERN

The M3 Service package provides superior life-cycle support to ensure that products are always operating at peak performance when you need them to.

The M3 Service package can be ordered at the time of products are covered for you without any concerns. M3 Service Package is a robust support service that enables you to protect your investment against normal wear and tear, with expert repair, technical and software support.

Included as standard when you purchase M3 Service Package, this unique offering provides normal wear and tear repair coverage with a dependable three-day repair turnaround time, along with additional service options. No matter where you are located, our global support infrastructure helps ensure expert repair, reliable turnaround times, along with prompt technical service and online support.

You can also use the convenient on line RMA portal for processing and managing returns, or you can contact M3 local technical staff directly (or IT team at HQ). The M3 Service Package provides you with the right choice to meet your maintenance requirement. The Service Package offers 'next business day product swap' to minimize any downtime.

EXTEND YOUR SERVICE COVERAGE

We have a choice of additional Service Options available if you wish to increase your level of coverage for even greater investment protection. No matter how careful your field workforce is, we recognize that accidents do happen, in which case you may wish to add Comprehensive Coverage to your Service from the M3 Service Package. If serial number integrity is important for asset management, the M3 Service Package 'Bronze' and 'Gold' offer rapid repair turnaround time of the same unit which also covers accidental breakage. Whether it's a smashed screen, broken speaker or missing buttons, you can rest assured you're covered.

To help ensure minimum equipment downtime, you may wish to upgrade to Comprehensive Coverage as standard, and one call will give you next-business-day dispatch of a replacement unit should your M3 devices need to be repaired.

Whichever plan fits your demands, you'll get multi-year complete repair coverage that helps eliminate needless repair costs and provides the investment protection you need to reduce your total extra cost – Endurance and Assurance.

FAST AND EASY TO USE REPAIR PROCEDURE

You can initiate repair quickly and easily, with anywhere and anytime convenience. Just log on to our ITC Website (<http://itc.m3mobile.net>) to request a Return Material Authorization (RMA) number, print out the shipping documents, and you're on your way.

M3 technical experts repair your device to exact manufacturer specifications.

UNIFIED SUPPORT STRUCTURE MAKES FOR A PERSONAL TOUCH

Once you have chosen M3 Mobile, you get industry leading response times and a level of expertise from both Authorized local service centres and the manufacturer directly at the same time.

We try to provide you with very competitively priced service plans with extended cover to meet your requirements.

✕ THE M3 SERVICE PACKAGE: Service from Both Local Service Centre and Manufacturer

Cover	Manufacturer Warranty	"Bronze" with Comprehensive Warranty	"Gold" with Comprehensive Warranty
Warranty Period	1 Year	3 Years	3 Years
Manufacturer defect only	★	★	★
Normal wear and tear		★	★
All materials , parts and labor		★	★
Accidental breakage		★	★
Repair turnaround time	No Guarantee General Practice : 10 days	3 days	Hot Swap
Software service pack updates		★	★
On-line technical support	★	★	★

Note: Please check for the latest information, including detailed contents and available service options.

1. Service availability is dependent on country. For further information please contact your M3 Mobile representative.
2. In-house turnaround time represents the time a unit spends at M3 in the repair process, the 3-Business Day turnaround time is an objective that is not guaranteed, and this time does not include transit time.
3. M3 will provide ground shipment on all outbound repairs to specified customer delivery location and bear all costs and risks associated with transportation; or, ship units via customer-designated carrier and method, charged to customer's account. Includes application loading and configuration management.
4. Provide support cover Monday through Friday 8:30 am to 5 pm local time, excluding holidays observed by M3 Mobile and their repair centres.
5. Provide callback response within four (4) business hours. The M3 representative will:
Assess the nature of the problem. Assist/perform problem determination and manage problem resolution.

✕ THE M3 Service Package 'Gold' and 'Bronze' 3Y Service Plan overview

The M3 Service Package (Comprehensive Warranty) provides superior life-cycle support to ensure that products are always operating at peak performance when you need them the most. The M3 SERVICE PACKAGE can be ordered at the time of purchasing products guaranteeing that units are covered 'out-of-the-box'.

You can also use the convenient on-line RMA portal for processing and managing returns, or you can contact M3 local technical staff directly (or IT team at HQ). The M3 SERVICE PACKAGE provides you with the right choice to meet your maintenance requirement. The M3 SERVICE PACKAGE 'Gold' offers 'next business day product swap out to minimize any downtime. If serial number integrity is important for asset managing, the M3 SERVICE PACKAGE 'Bronze' offers

rapid repair turnaround time of the same unit and also covers accidental breakage. Or, if you want to extend or renew product embedded warranty coverage, The M3 SERVICE PACKAGE '1 Y warranty extension' would meet your expectation. If TCO (total cost of ownership) is critical for managing expense, we highly recommend you to purchase M3 SERVICE PACKAGE at very economical prices. A variety of service programs are available to match your business requirements.

The M3 SERVICE PACKAGE is fully managed by M3 MOBILE, the original manufacturer of your products, ensuring that you get the guaranteed quality service to protect your investment.

The M3 Mobile Service Package

M3 SERVICE PACKAGE (COMPREHENSIVE WARRANTY)

M3's ability to service products in differentiated ways ensures that customers can match the right service with their support requirements. The M3 SERVICE PACKAGE programs are currently available in limited countries in EMEA, Asia Pacific, and America. For more information on the M3 SERVICE PACKAGE programs available for your region, please contact your M3 service centre or Sales Manager.

M3 SERVICE PACKAGE – BRONZE

- 3-business day repair turnaround
- Express shipment paid one way
- Accidental breakage covered
- Wear and tear, component and part failures covered
- Factory upgrades at no additional costs

M3 SERVICE PACKAGE – GOLD

- Next business day product replacement
- Local replacement pool
- Shipping charges paid both ways
- Accidental breakage covered
- Wear and tear, component and parts failures covered
- Factory upgrades at no additional costs

M3 SERVICE PACKAGE is a prepaid comprehensive coverage program that includes normal wear and tear, as well as coverage for internal and external components damaged through accidental breakage. This offer also includes coverage to styluses, screen protectors, hand straps and battery doors (where applicable) that ship together with M3 mobile computers, when purchased through its authorized channel partners, but does not include consumables or peripherals (as noted in the following pages). The M3 SERVICE PACKAGE agreement offers 3-year coverage to significantly reduce unexpected repair expenses, while helping to protect a customer's investment for the first 3 years.

Service Center Repair with 3-Business Day Turnaround Objective

(The turnaround time represents the time a unit spends at the M3 Service Facility during the repair process)

- Comprehensive Cover (includes Wear & Tear)
- Priority Telephone Support with 4 Hour Call Escalation
- Access to web-based FAQs and Troubleshooting Tips
- Ground Shipment of Outbound Units
- Application Loading

Details of the M3 SERVICE PACKAGE

Products are diagnosed and restored to factory specifications via:

- Repairs, alignments, adjustments, and restorations, if appropriate, of any covered product(s) that malfunctions while being used within the operational and environmental parameters specified by M3 .
- Repairs due to accidental damage including displays, keypads and internal components.
(Batteries are not covered)
- Product updates, if applicable, as may be defined from time to time by M3 Engineering Change Order.
- Defined telephone support.

3-Day In-House Turnaround Time

M3 Mobile Responsibilities

1. Provide standard Service Centre repair with three (3) business day's in-house turnaround.
Please note: In-house turnaround time represents the time a unit spends at M3 in the repair process, the 3-Business Day turnaround time is an objective that is not guaranteed, and this time does not include transit time.
2. Provide service on standard M3 workdays: Monday through Friday 8am to 5pm, excluding holidays observed by M3.
3. Provide ground shipment on all outbound repairs, or ship units via customer designated carrier and method, charged to customer's account.

M3 Mobile Service Package

4. Guarantee units will perform within the operational and environmental parameters specified by M3 for 30 days from date of return shipment. M3 will provide repair with an in-house turnaround of three (3) business days. Turnaround time represents the time a unit spends at M3 in the repair process; it does not include time in transit. Turnaround times are a target and are not a guarantee.
5. M3 will provide ground shipment on all outbound repairs to specified customer delivery location and bear all costs and risks associated with transportation; or, ship units via customer-designated carrier and method, charged to customer's account.
6. M3 will ensure units will perform within the operational and environmental parameters specified by M3 for 30 days from date of return shipment.
7. At the time an eligible mobile computer is returned to the service center for repair, M3 will replace missing or damaged styluses, screen protectors, hand straps and battery doors (where applicable), as indicated by the customer on the Return Material Authorization (RMA).
8. M3 will repair accidental damage to internal and external components that occur during normal use. Specific examples of items included under Comprehensive Coverage include restoring, repairing or replacing:
 - Damaged housings.
 - Cracked or broken plastics.
 - Cracked or broken displays.
 - Cracked or broken touch screen/digitizers.
 - Cracked or missing keyboards/keypads.
 - Missing or broken triggers.
 - Cracked or damaged exit windows.
 - Missing or damaged styluses.
 - Missing or damaged hand straps.
 - Missing or damaged screen protectors.
 - Missing or damaged battery doors, as applicable.

End User / Customer Responsibilities

1. Designate a carrier and shipment method and provide current carrier account number to be billed. Overnight shipping maximizes the value of this service. Cost of standard ground shipment from M3 repair facility to customer location is included in the M3 SERVICE PACKAGE, but the cost for an alternative ship method is customer's responsibility. Costs for shipping the device to the repair facility are also the customer's responsibility.
2. Contact M3 before the return of the unit to the Service Center for a repair; to get a Return Material Authorization (RMA) # assigned and entitlement ensured.
Request RMA # and print a shipping label for the return.
Register at the site for a login and it will allow you to track your equipment repairs.

Please Note: Units received at M3 without an RMA # may experience a delay in processing and not be repaired within the contracted turnaround period.

3. Ensure the RMA # is clearly visible on the outside of the package on the shipping label.
4. Package all items to normal commercial standards. M3 original packaging is recommended.
5. Provide for the safe transport of products to the M3 Service Center. Bear all costs and risks associated with this transportation.

Telephone Support – 4 Hour Response

M3 Responsibilities

1. Provide support cover Monday through Friday 8am to 5pm local time, excluding holidays observed by M3 .
2. Provide callback response within four (4) business hours. The M3 representative will:
 - Assess the nature of the problem. Assist/perform problem determination and manage problem resolution.

End User / Customer Responsibilities

1. Supply modem and phone line on site if remote dial-in to the customer's system is required for complete diagnosis or remedy.
2. Incur additional charges at prevailing rates for any of the following activities which are not covered under Telephone Support service:
 - Problem determination and/or work performed to resolve issues with non-covered products; i.e., any hardware or software products not specifically approved.
 - Repair of problems caused by operator error, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters.
 - Non-remedial work such as but not limited to administration and operator procedures, reprogramming and operator or user

M3 Mobile Service Package

training.

Constraints and Restrictions

The customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under M3 Service Center Support:

- Replacement of consumable parts or accessories, as defined by product, which include but are not limited to batteries, cables, carrying cases, paper, etc.
- In the event of a failure on M3, replacement is the only option.
- Repair of problems caused by operator error, abuse, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters.
- Non-remedial work such as but not limited to firmware or protocol upgrades, reprogramming, and product configuration.
- Repair of non-covered products.
- Repair of problems caused by using the device outside of the product's environmental specifications or repaired by a third party.

Application Loading

The M3 repair facility will reload the repaired terminal with the latest approved platform image and SDK onto the handheld, unless a certain build is stated. The device should arrive in a similar state to the handhelds that are shipping from M3.

This feature does not provide for the device to be loaded with a specific application or for any custom configuration to be performed by the M3 repair facility.

M3 Web Portal

Your single point of access to your information regarding THE M3 SERVICE PACKAGE service, custom tailored to deliver the data you need through the Internet:

Warranty on Cradles and Other Peripherals

M3 Peripherals come with a 90-day limited Depot warranty from M3, and include:

Cradles and Chargers 90 day depot warranty

Batteries 90 day depot warranty

This 90 day depot warranty provides for the repair of the product and is limited to:

- Repair, alignment, and adjustment to the original manufacturing specifications of any covered product(s) that malfunction due to a manufacturing defect while being used within the operational and environmental parameters specified by M3 .
- Product updates, if applicable, as defined from time to time by M3 Engineering Change Order, applied at M3 's discretion.

A Depot warranty indicates the customer must return the defective equipment back to M3 for warranty repair. The depot warranty for these Peripherals provides a manufacturer turn-around of 10 business days, excluding Holidays, from receipt of the warranted device.

Once repairs are complete, M3 will ship the repaired device via local ground express courier on all outbound shipments. Customers who desire overnight shipments after the warranty repair is completed must provide M3 with a current air bill.

The process for obtaining a depot repair is to request an RMA via the web portal.

Battery Life

There are many factors that contribute to battery life. Because of these factors M3 recommend replacing the handheld's batteries at least every two years.

For more information on how our service package can benefit your business, please visit us on the official technical website at <http://itc.m3mobile.net> or contact us at it@m3mobile.co.kr

M3 MOBILE

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