

Introducing No Fault Service Programs

General Dynamics Itronix Corporation is proud to announce our new competitive services programs uniquely tailored to the needs of mobile customers interested in expanding their service coverage beyond the standard product warranty (defects in materials and workmanship).

Choose the Plan that Fits Your Needs

- **Standard Product Warranty**
 - 3-5 year term provides coverage for defects in materials and workmanship
 - 5 day/best effort repair, 2-day/2-way shipping on covered repairs
- **No Fault Service Program (For sites deploying 1-74 rugged computers)**
 - 3-5 year term providing accidental damage coverage incurred through normal use*
 - 2-day repair, overnight shipping, deployment support, reporting through service web portal
- **No Fault75+ Service Program (For sites deploying 75 or more rugged computers)**
 - 3-5 year term providing accidental damage coverage incurred through normal use*
 - 2-day repair, overnight shipping, ongoing CSAM support, asset maximization reporting

* Note – Limited Warranty exclusions apply.

Standard Product Warranty

- Covers all defects in material and workmanship.
- Three year term standard on all new purchases. An optional 4- and 5-year extended warranty term optional available.
- The Client Care Center (CCC), staffed from 5:00am to 5:00pm Monday through Friday (Pacific), is available to troubleshoot hardware issues and to create Return Material Authorizations (RMA).
- Our service web portal provides 24x7 access to create RMA's, check the status of Service Requests, or to search the knowledge base for frequently asked questions. This service is free, but does require registration for user-id and password.
- Two day shipping to and from customer is provided for covered repairs.
- Standard Warranty covers the battery, office dock and cradle purchased with the unit for 1 year.

No Fault Service Program (For sites with 1-74 computers)

With over a million hours of experience working with people on the move, General Dynamics offers a robust service program with person-to-person accountability and end-user convenience at the highest possible ROI value.

- Optional 3-, 4- and 5-year programs are available.
- Damage conditions are covered except for damage caused by misuse, and abuse as defined in the product warranty.
- The Client Care Center (CCC), staffed from 5:00am to 5:00pm Monday through Friday (Pacific), is available to troubleshoot hardware issues and to create Return Material Authorizations (RMA).
- Our service web portal provides 24x7 access to create RMA's, check the status of Service Requests, or to search the knowledge base for frequently asked questions. This service is free, but does require registration for user-id and password.
- Two day overnight shipping to and from customer is provided for covered repairs.
- A Client Service Account Manager (CSAM) is assigned to assist through equipment deployment and will assist in the registration for service web portal access.
- Computers returned for repair will receive "Premium" service. This includes 48-hour turnaround (excludes shipping time), the implementation of mandatory Engineering Change Orders (ECO's) and preventive maintenance.
- In cases where the Gold Disk imaging option has been purchased, units returned for Service will be reloaded with the current Gold Disk image prior to return.

No Fault 75+ Service Program (For sites deploying 75 computers or more add the following)

Where larger numbers of computers are deployed, services become more critical to the overall field strategy of the organization. General Dynamics Itronix answers this challenge with person-to-person accountability and direct-from-the-manufacturer support model.

- Optional 3-, 4- and 5-year programs are available.
- In addition to the services offered in our No Fault service program, No Fault75+ offers:
 - An ongoing Client Service Account Manager (CSAM) who is assigned to operate as a single point of contact throughout the product lifecycle. Acting as the client's advocate, the CSAM works to ensure the client receives maximum benefit from their system purchase.
 - The CSAM coordinates regular client reviews of asset information, helps identify user trends, performs regular asset maximization analysis, and provides ongoing recommendations to increase field productivity.
 - A computer returned for service where no trouble is found (NTF) is considered a Field Preventable Return (FPR). FPR's are covered under this program up to 5% per annum.

P/N's, Pricing & Availability

The following P/N's and Pricing are effective April 1st, 2008

Part Number	Product	MSRP	Disc.	BP Price
STDWARRANTY	3 yr Standard Limited Product Warranty	Incl.		
STDWARRANTY4-	4 yr Standard Limited Product Warranty	\$195	15%	\$165.75
STDWARRANTY5-	5 yr Standard Limited Product Warranty	\$390	15%	\$331.50
NF-SVC3YRWAR-	3 yr No Fault Service Warranty	\$205	15%	\$174.25
NF-SVC4YRWAR-	4 yr No Fault Service Warranty w/ Ext Warranty	\$417	15%	\$354.45
NF-SVC5YRWAR-	5 yr No Fault Service Warranty w/ Ext Warranty	\$630	15%	\$535.50
NF75-SVC3YRW-	3 yr No Fault75+ Service Warranty w/ Ext. Warranty (75+ units)	\$250	15%	\$212.50
NF75-SVC4YRW-	4 yr No Fault75+ Service Warranty w/ Ext. Warranty (75+ units)	\$620	15%	\$527.00
NF75-SVC5YRW	5 yr No Fault75+ Service Warranty w/ Ext. Warranty (75+ units)	\$840	15%	\$714.00
BATTWARR3YR-	3 yr Battery Replacement (1st year + 2 year program)	\$245	15%	\$208.25
BATTWARR4YR-	4 yr Battery Replacement (1st year + 3 year program)	\$368	15%	\$312.80
BATTWARR5YR-	5 yr Battery Replacement (1st year + 4 year program)	\$490	15%	\$416.50
CRDLWARR3YR	3 yr Extended Warranty: Vehicle Cradle (1st year + 2 year program)	\$70	15%	\$59.50
CRDLWARR4YR	4 yr Extended Warranty: Vehicle Cradle (1st year + 3 year program)	\$105	15%	\$89.25
CRDLWARR5YR	5 yr Extended Warranty: Vehicle Cradle (1st year + 4 year program)	\$140	15%	\$119.00
OFDKWARR3YR	3 yr Extended Warranty: Office Dock (1st year + 2 year program)	\$70	15%	\$59.50
OFDKWARR4YR	4 yr Extended Warranty: Office Dock (1st year + 3 year program)	\$105	15%	\$89.25
OFDKWARR5YR	5 yr Extended Warranty: Office Dock (1st year + 4 year program)	\$140	15%	\$119.00
GOLDDISK-	Initial Gold Disk Load (Min. qty 25)	\$50	15%	\$42.50
GD-MAINT3YR-	3 yr Gold Disk Maintenance (1 revision per quarter)	\$20	15%	\$17.00
GD-MAINT4YR-	4 yr Gold Disk Maintenance (1 revision per quarter)	\$25	15%	\$21.25
GD-MAINT5YR-	5 yr Gold Disk Maintenance (1 revision per quarter)	\$30	15%	\$25.50
KEEPHDD3YR-	3 yr Keep Your HDD	\$20	15%	\$17.00
KEEPHDD4YR-	4 yr Keep Your HDD	\$25	15%	\$21.25
KEEPHDD5YR-	5 yr Keep Your HDD	\$30	15%	\$25.50

A La Carte

- **Battery Replacement:** 3, 4 or 5 years of battery replacement when capacity falls below 70%.
- **Cradle or Office Dock Extended Warranty:** Extend protection on these components.
- **Keep Your HDD:** HIPPA, DoD, DHS—when security of data is paramount, keep your HDD.
- **Gold Disk Load:** Ensure computers are ready to go with your applications when they arrive.
- **Gold Disk Image Maintenance:** Images change over time. This program allows up to 4/year.

Legacy Service Programs

Legacy service programs, such as Emerald, Ruby, Diamond, and Sapphire, will be gradually phased out by the end of the year. Customer quotes based off of the legacy service products entered prior to the April 1st, 2008 launch date will be honored.

For More Information

For more information about these or other Business Partner programs available through General Dynamics Itronix Corporation, please contact your Channel Account Manager, Regional Sales Manager or visit the Aces Channel Portal.