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**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	✗	✗	✓
Damage due to abuse	Cracked enclosure / casing due to normal usage	✗	✗	✓
	Cracked LCD module due to abuse or miss-use	✗	✗	✗
Damage or defect due to man made or natural disaster	Cracked enclosure / casing due to abuse or miss-use	✗	✗	✗
	Usage outside specifications	✗	✗	✗
Accessories	Floods, earthquakes or any other natural disaster	✗	✗	✗
	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

19-06-2024

## Applicable to purchases made after 1st July, 2016

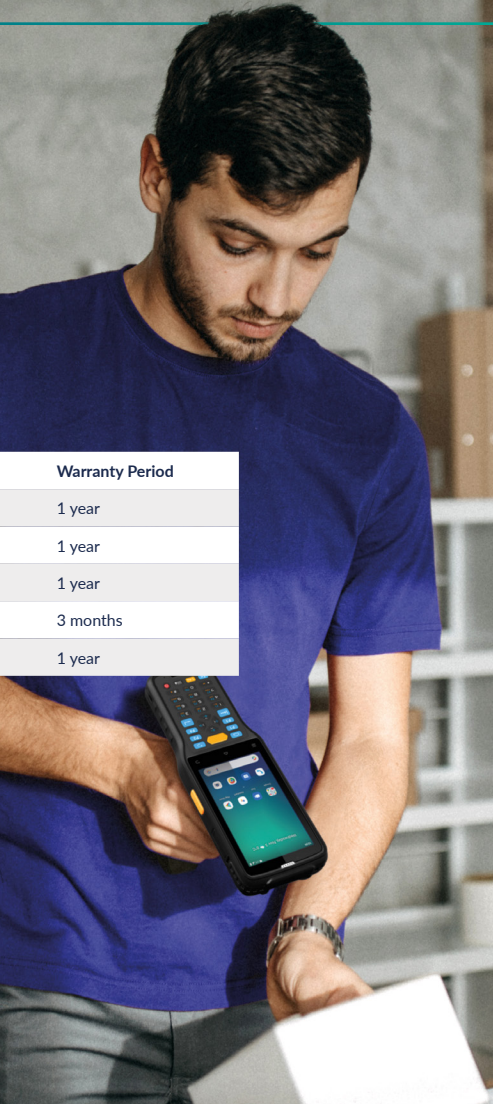
Unless otherwise stated by Newland EMEA (Europe, Middle East & Africa) in a sales agreement between Newland EMEA and an End-User customer, warranties of products sold after 1st July, 2016 are covered for the following warranty periods.

### Warranty for Products

Product Categories	Warranty Period
Mobile Computers	2 years
Tablets	2 years
Micro Kiosks	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](#).

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# Warranty Statement

## Warranty Statement

- | 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 in Culemborg, The Netherlands.
- | For warranty repairs, Newland EMEA will cover the cost of return shipping.

## 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 authorised 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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*Please visit our Website for the latest Warranty Information.*  
[newland-id.com/en/services/service-packages-warranties](https://newland-id.com/en/services/service-packages-warranties)