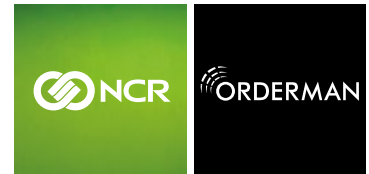


ORDERMAN SERVICE MANUAL FOR THE CARE AND CARE GOLD FAMILY





Care & Care Gold
The No-Hassle Guarantee



UNIQUE ORDERMAN SERVICE PRODUCTS

In this manual you'll find everything you need to know about Orderman's extensive service portfolio. Our services go beyond simple repairs. With the Orderman Care & Care Gold service products, you'll protect yourself and your customers over many years against unplanned breakdowns and expensive repairs. Care & Care Gold is Orderman's all-inclusive, no-hassle warranty that covers all defects, including wear and tear on parts.

Compared to conventional repair models, Orderman Care & Care Gold can help you reduce return rates by two-thirds. How does the warranty work? Care & Care Gold is based on a refurbish approach in which we not only replace defective parts but also overhaul the product entirely, swapping out older parts and the unit's appearance. The Orderman repair team not only replaces defective parts but swaps out all parts...

- **that have reached 50% or more of their service life (touchscreen, display, MSR)**
- **that has a cosmetic flaw or damage**
- **that are no longer up-to-date in terms of their security status**

In addition to the hardware repairs, we also upgrade the firmware, drivers and look of the unit as part of the Care & Care Gold refurbishments.

With Care Gold you'll benefit, alongside all the advantages of an advance exchange unit, from being able to help your customers in an emergency get out of trouble amazingly fast.

Take advantage of Orderman service products to gain a competitive edge. You can read more about this service on the following pages.

SCOPE OF SERVICES AND CONDITIONS OF ORDERMAN SERVICE PRODUCTS:

Concepts	Details
Care	All the defective parts are replaced, as well as worn parts such as the housing and touchscreen to give the refurbished unit a new look. The unit is sent in, repaired and refurbished, and is then returned (i.e. no new units).
Care Gold	Care Gold covers all services from Care. In addition, dealers are entitled to a refurbished advance exchange unit of the same model. The defective unit is returned to Orderman at the latest after receiving the advance exchange unit.
Upfront price	An especially good value for you is the upfront purchase of the maximum warranty period. When you purchase your product, select Care Gold with the longest possible term and save up to 10%. <ul style="list-style-type: none"> • Handhelds and handheld accessories: available with max. five years upfront • POS systems: available with max. six years upfront
Advance exchange service	Advance exchange free-of-charge is available only for products with a Care Gold service level. If a product covered by Care Gold is replaced in advance, the remaining warranty transfers to the advance exchange unit, alongside the original warranty date, and the warranty is linked to the relevant serial number of the exchange unit. The exchange has no impact on the original warranty date. Advance exchange units can be purchased from Orderman in specific quantity at a special price. The quantity available depends on the product and model.
R & R (Repair & Return)	The unit is repaired, and only the defective parts are replaced. The unit that was sent in is repaired and returned (i.e. no new units).

<p>Care Again</p>	<p>With Care Again you can renew a warranty on a unit that has been out of warranty for more than 365 days. There is no time limit on applying Care Again. Care Again includes a complete refurbishment of the unit and a renewed warranty period of two years, starting on the invoice date, based on the original standard warranty. Extensions and upgrades are also available. Please also send the unit to the Orderman help desk according to the RMA process, regardless whether it is defective or working.</p>
<p>Refresh on Demand</p>	<p>Refresh on Demand allows you to easily put a new shine on working Orderman products. With this service, all visible parts that are broken or damaged are replaced.</p> <p>Conditions for Refresh on Demand service:</p> <ul style="list-style-type: none"> • The unit has to be in 100% working order. • This service is only available for selected products. See page 10 an 11. • The product has to be sent to the Orderman Service Depot. • Refresh on Demand can be applied to units covered by an active warranty period but also on units outside the warranty period. • Refresh on Demand does not entitle the customer to further warranty claims.
<p>Warranty upgrade</p>	<p>You can upgrade the service level on a warranty at any time during the active service period (Repair & Return Care). (for example: from Care to Care Gold) The unit has to be working at the time of the upgrade. It is not possible to upgrade a defective unit.</p> <p>Further provisions:</p> <ul style="list-style-type: none"> • With a warranty upgrade, the period of the warranty remains unchanged. • Regardless of the time of the upgrade, the full annual upgrade fee is always invoiced (retroactively from the start of the warranty to its end).

Warranty extension	A warranty can be extended during the active warranty period or within the first 365 days after the warranty expires (Care & Care Gold). The unit has to be working at the time of the upgrade. You do not have to send the unit to us. It is not possible to upgrade a defective unit. Outside the existing warranty agreement but within 365 days of its expiration, the shortest possible extension is two years.
Standard warranty	The standard warranty is the level defined by Orderman at delivery. For an overview, refer to pages 10 and 11.

FURTHER SERVICE PROVISIONS:

Warranty period

The length of the warranty period depends on the Orderman product. The warranty starts on the day when the product is delivered.

OBF (Out-of-the-Box-Failure)

OBF stands for "Out-of-the-Box-Failure". Units that are found to be defective within the first 60 days of use are designated OBF. If this occurs, the customer receives an entirely new advance exchange unit.

Warranty extension: further provisions and examples

- After 365 days from the end of a warranty, it is not possible to purchase a conventional warranty extension. (Note: For this scenario, use the Care Again service.)
- The new warranty end date is based on the original warranty end date, not the date the extension was purchased (see *example 1*).
- The extension is applied to the current warranty level. An extension can be added either with the same warranty level or in combination with an upgrade to Care & Care Gold.

Example 1: Warranty extension

The standard warranty for a Sol unit expired six months ago. The dealer decides on a two-year extension.

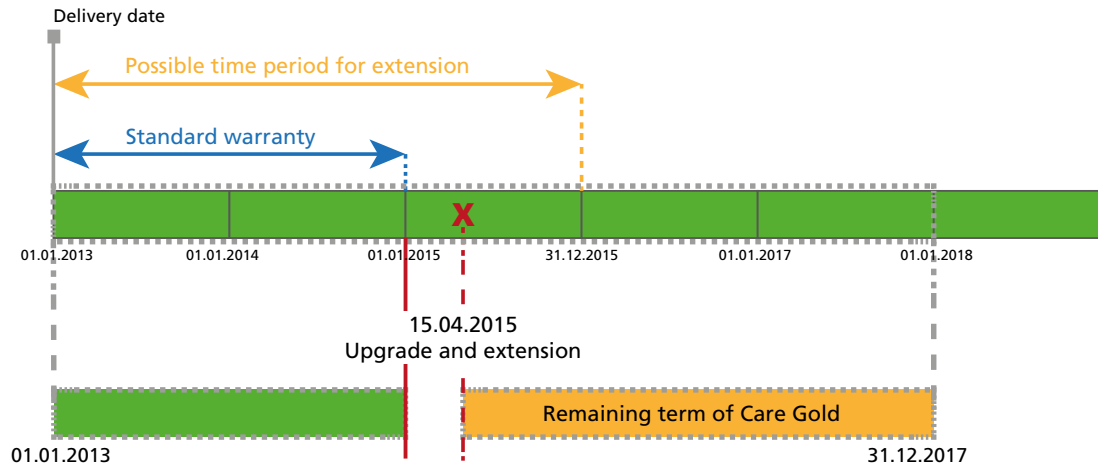
Because the extension on the unit is still within the one-year period after the warranty's end, a two-year period is added and billed with an annual flat fee.

As a result, the next year and a half will be covered by warranty for the unit.

Example 2: Warranty Upgrade (see graphic)

The customer wants to upgrade the warranty on a Columbus300 under Care2 to a Care5Gold warranty. First, a service level upgrade has to be performed. This increases the status to Care Gold. Next, the warranty is extended by three years. (2 years standard + 3 years extension = 5 years total warranty period)

The customer's invoice, in this example, will include a service level fee and the additional 3-year extension.

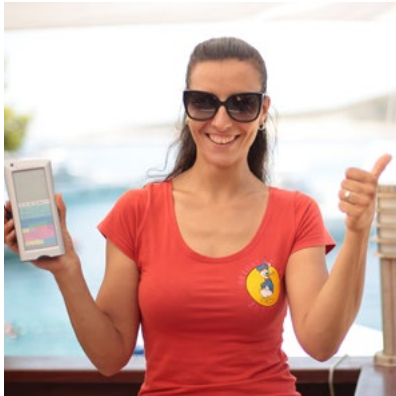


Graphic for Example 2 - Columbus

Example 3: advance exchange service

The unit with serial number "A1" was purchased on January 1, 2012, and was covered by Care Gold until January 1, 2014.

- On December 31, 2013, an RMA was created for the unit due to a defect and it was exchanged for a unit with serial number "B2". The "B2" unit is now covered by warranty until January 1, 2014.
- No further warranty period is added for "B2", because this unit counts as a repair unit for "A1".
- In the unlikely case that "B2" breaks down on January 2, 2014, no further warranty coverage is available, despite its short service life in the field.







WHAT DEFECTS DO THE ORDERMAN SERVICE PRODUCTS CARE & CARE GOLD COVER?

Functional defects	Regular use	Application defects
<p>Functional defects include loose or broken-off electronic components, as well as faulty ports, circuit boards, processors, touchscreens and power supplies, etc.</p>	<p>Regular use covers signs of wear and tear such as a worn touchscreen or decline in brightness for the backlighting of the LCD panel. Care & Care Gold cover wear and tear on parts.</p>	<p>Defects that are not directly attributable to hardware are also covered by the Care model. This includes units without an identifiable defect, defects in applications or software, improper calibration, mechanical or electronic damage from a fall, heat, fluids or similar factor.</p>

WHAT IS COVERED BY ORDERMAN SERVICE PRODUCTS CARE & CARE GOLD?

Force majeure	Vandalism	Misuse
<p>Mechanical and electronic defects due to extraordinary events (e.g. fire, earthquake, flooding, war).</p>	<p>The intentional destruction of the product and any resulting mechanical and electronic defects.</p>	<p>Orderman reserves the right, as necessary, to charge the customer for repairs, if similar or the same defects occur repeatedly, or with reasonable suspicion of abuse of Orderman services.</p>

FOR WHAT PRODUCTS IS CARE & CARE GOLD AVAILABLE?

Item		Standard warranty		Care Gold max. extension to (in years)	Refresh on Demand	Care Again
Group	Name	Years	Type			
 Handhelds	Sol family (all models)	1	Care Gold	5	✓	✓
	NCR Orderman7 (all models)	1	Care Gold	5	-	-
 Handhelds accessories	Service Station NCR Orderman7	1	Care Gold	5	-	-
	Multi Service Station NCR Orderman7	1	Care Gold	5	-	-
	Sol charging station	1	Care Gold	5	-	-
	Sol service station	1	Care Gold	5	-	-
	Sol dual charger	1	Care Gold	5	-	-
 Orderman Radio	NCR Orderman Basisstation4	1	Care Gold	5	-	-
	Base Station 3	1	Care Gold	5	✓	✓
	Router2	1	Care Gold	5	✓	✓
	Router light2	1	Care Gold	5	✓	✓
	External Ordercard Reader2	1	Care Gold	5	-	-
 POS systems	Columbus 700R/i Standard	2	Care	6	✓	✓
	Columbus 500 Standard	2	Care	6	✓	✓
	Columbus 300 Standard	2	Care	6	✓	✓
	XR7	2	Care	6	-	-
	N3000 Hospitality Server	2	Care	6	-	-
	P1X30	2	Care	6	-	-
	T1000	2	Care	6	-	-

FOR WHAT PRODUCTS IS R & R AVAILABLE?

Item		Standard warranty		Care Gold upgrade and extension (in years)	Refresh on Demand	Care Again
Group	Name	Years	Type			
Handhelds	Max2	1	R & R	-	-	
	Max2plus	1	R & R	-	-	
	Don	1	R & R	-	-	
	Leo2	1	R & R	-	-	
	Leo2plus	1	R & R	-	-	
Handheld accessories	Max2 charging station	1	R & R	-	-	
	Don charging station	1	R & R	-	-	
	Orderman Belt Printer1	1	R & R	-	-	
	Belt Printer1 charging station	1	R & R	-	-	
	Orderman Belt Printer2	1	R & R	5	✓	✓
	Orderman Belt Printer2, 4-way charging station	1	R & R	5	✓	✓
	Max2, Leo2 battery pack with option (CS2, OC, ISO)	1	R & R	-	-	
Orderman Radio	RF printer station	1	R & R	-	-	
	Converter pack	1	R & R	-	-	
POS accessories	Orderman SRP-350plusIII	3	R & R	-	-	
	Bixelon SRP-275II	3	R & R	-	-	
	Orderman SRP-F310	3	R & R	-	-	
	BCD-1000DSG/BEG 2 x 20-character customer display	2	R & R	-	-	
	TFT customer display, 7"	2	R & R	-	-	
	Orderman cash drawer	2	R & R	-	-	

Fees and service conditions

All fees and service conditions are available in the latest Orderman price list.

CONTACT

**If you have any further questions,
please contact your Area Manager or
Orderman helpdesk team at
helpdesk@orderman.com or
*0043 662 65 05 61-620.***

Subject to misprints, mistakes and technical modifications.

