

*NEXIQ
Technologies™
Warranty & Service*

*Supplement to Published User's Manuals, Installation Guides,
and Quick Start Guides*

September 2008

Exclusive Warranty

Software applications and hardware are warranted for a period of one (1) year from the date of purchase to be free of defects in materials and workmanship, and to be merchantable and fit for its intended purpose.

NOTE:



Date of purchase is defined as **the date the product is purchased by the end-user**. This is not to be confused with the date the product is purchased by the distributor.

All OEM PC software applications, cables, adapters, and connectors are warranted for a 90-day period.

All warranties are null and void if, after shipment, the product is altered or modified for any reason by anyone other than Snap-on, or is mis-used or abused. No warranty, express or implied, lasts beyond one (1) year from the date of purchase. There are no oral warranties of any kind.

Return Materials Authorization (RMA)

Service is obtained by returning the product (shipping charges prepaid), along with proof of purchase.

During the warranty period, Snap-on will, at its option, repair or replace the product which proves to be defective or, refund the purchase price.

NOTE:



In the case where repeat service is required, the second instance of service must occur within 90 days of the first repair or service. During this 90-day period, the product is under a service warranty.

Customers **MUST** obtain an RMA number before repair items are sent in for service. This is for warranty and non-warranty repairs as well as rework services.

To obtain an RMA number, please call **(800) 639-6774** and then enter **option 3**. This option transfers your call to the Service/Repair Department where a technician will troubleshoot the issues you are experiencing. If there is an issue that cannot be handled during the phone conversation, the customer will be given an RMA number to return the unit. You will be asked by the NEXIQ associate for your company name, address, phone number and main contact source. Your issue will be documented under the RMA number given and linked to your company's information.

NOTE:



It is required that the RMA number be written on the outside of the box in large, bold print.

Return the unit(s) to the Snap-on Location at:

Snap-on
2950 Waterview
Rochester Hills, MI 48309
Attention: Service/Repair Department

Local: **(248) 293-8200**

Toll Free: **(800) 639-6774**

In addition, we request that you include a business card or your name and phone number **INSIDE** the box so we can contact you if there are any repair costs. Any package sent to the Service/Repair Department that does not have an RMA number on the outside of the box **WILL BE REFUSED** and returned to the sender, unopened.

If necessary, payment information will be obtained for Snap-on to cover the cost of services while on the phone and a copy should be returned with the items coming in for repair/rework. Payment needs to include shipping and handling charges. (This is for non-warranty and rework charges).

The customer is responsible for shipping and handling charges on non-warranty repairs and non-warranty rework. With all warranty repairs, Snap-on is responsible for the shipping costs of the return to customer.