



# RJS Technologies, Inc.

The first in verification

## Service & Support

### Returning Equipment to RJS

A Return Authorization Number (RMA number) may be obtained by visiting our website address: [http://www.rjs1.com/request\\_rma.php](http://www.rjs1.com/request_rma.php)

Bar code verifier must be ship with the freight prepaid, with the RMA number visibly written on the outside of the carton to RJS factory location.

At your request we will ship express or overnight if you need premium service and agree to pay the additional cost.

### RJS General Warranty

RJS warrants your bar code verifier to be free from defects in material and workmanship for a period of 1 year from the date of shipment from the RJS factory.

The liability of RJS under this warranty is limited to repairing or replacing the defective part and/or unit. RJS may optionally choose to issue credit for any unit returned during the warranty period. You must promptly notify RJS of any defect in order to receive the full protection of this warranty.

### Warranty Limitations

The warranty set forth above is exclusive and no other warranty, whether written or oral is expressed or implied. RJS specifically disclaims the implied warranties of merchantability and fitness for a particular purpose.

Some states or provinces do not allow limitation on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. However, any implied warranty of merchantability or fitness is limited to the one year duration of this written warranty.

RJS shall in no event be liable for any indirect, incidental, or consequential damages, including but not limited to damages which may arise from loss of anticipated profits or production delivery delays, spoilage of material, increased costs of operation of business or otherwise.

### The following applies to ALL service options:

- *Standard repair turn-around is 24 hours*
- *Serial numbers on all components **must** match – if the serial numbers do **not** match then it will be considered two separate repairs and the price will be the total of the two repairs*
- *Excessive damage **may** incur additional charges (a few examples of non-covered repairs: batteries leaking acid in the unit, cracks in the case/screen, water damage). You will be notified of any additional charges before the repairs are completed.*



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### Service options

	<i>Warranty</i>	<i>Flat-rate Pricing</i>	<i>Extended Warranty</i>
Coverage Duration	1 year from date of purchase	1 year <i>Extended Warranty</i> included w/service	1 or 3 year from date of purchase
Shipping Costs	Customer pays shipping to RJS RJS pays shipping to Customer	Customer pays both ways	Customer pays shipping to RJS RJS pays shipping to Customer
May be purchased	N/A	Anytime	Either when unit is purchased or serviced



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### Pricing

Model	Warranty		Flat-rate Pricing		Extended Warranty 1 yr		Extended Warranty 3 yr	
	Part Number	Cost	Part Number	Cost	Part Number	Cost	Part Number	Cost
Inspector 4000 (3,5,10,20 mil Auto Optic)	002-0009W	\$0	002-0009	\$425	002-0009E1	\$390	002-0009E3	\$1,050
Laser Inspector L1000	002-0010W	\$0	002-0010	\$550	002-0010E1	\$495	002-0010E3	\$1,335
Inspector 4000 (3,6,10,20 mil Auto Optic)	002-0011W	\$0	002-0011	\$425	002-0011E1	\$390	002-0011E3	\$1,050
Inspector D4000 (3,6,10,20 mil Auto Optic ONLY)	002-0012W	\$0	002-0012	\$425	002-0012E1	\$390	002-0012E3	\$1,050
Inspector D4000 (3,5,10,20 mil Auto Optic ONLY)	002-0013W	\$0	002-0013	\$425	002-0013E1	\$390	002-0013E3	\$1,050
Inspector D4000 (Laser Scanner Only)	002-0014W	\$0	002-0014	\$550	002-0014E1	\$495	002-0014E3	\$1,335
Inspector D4000 (3,6,10,20 mil Auto Optic and Laser Scanner)	002-0015W	\$0	002-0015	\$550	002-0015E1	\$495	002-0015E3	\$1,335
Inspector D4000 (3,5,10,20 mil Auto Optic and Laser Scanner)	002-0016W	\$0	002-0016	\$550	002-0016E1	\$495	002-0016E3	\$1,335
Inspector D4000 SP	002-0017W	\$0	002-0017	\$550	002-0017E1	\$495	002-0017E3	\$1,335
TP140A Printer	N/A		002-0018	\$215	N/A		N/A	
Inspector GS D4000 (3,6,10,20 mil Auto Optic)	002-0035W	\$0	002-0035	\$425	002-0035E1	\$390	002-0035E3	\$1,050
Inspector GS D4000 (3,5,10,20 mil Auto Optic)	002-0036W	\$0	002-0036	\$425	002-0036E1	\$390	002-0036E3	\$1,050
Inspector 5000 (3,6,10,20 mil Auto Optic ONLY)	002-1040W	\$0	002-1040	\$425	002-1040E1	\$390	002-1040E3	\$1,050
Inspector 5000 (3,5,10,20 mil Auto Optic ONLY)	002-1046W	\$0	002-1046	\$425	002-1046E1	\$390	002-1046E3	\$1,050
Inspector 5000 (Laser Scanner Only)	002-1052W	\$0	002-1052	\$550	002-1052E1	\$495	002-1052E3	\$1,335
Enhanced Certification Fee (Includes "As Found" and "As Left" Data)		N/A	002-0006	\$100		N/A		N/A

*Service includes a Statement of Compliance if a Certification of Compliance (with "As found" and "As left") is required there is an additional \$100 charge*