

Hardware

Standard Terminal Warranty

Compsee, Inc. warrants that for one year from date of purchase, the Apex Portable Data Collection Terminal shall be free from significant defects in material and workmanship and that it will operate satisfactorily under normal conditions of use and service. Compsee's responsibility under this warranty is limited to repair or replacement of any part of the terminal, which proves to be defective in normal use and service during the warranty period.

Period: 1 Year from Date of Purchase

Warranty Services:

- The average in-house turnaround time is 8 business days from receipt at Compsee. This time frame is a goal, and is not guaranteed.
- Upon purchase of Extended Warranty, the in-house turnaround time will be 3 business days.
- Product shipping to Compsee is the responsibility of the customer.
- Return shipping to the customer is the responsibility of Compsee. The product will be returned via same shipping method as received.
- Any product failure due to abuse is not covered under factory warranty and will be charged at the Flat Rate Repair Price plus shipping charges both ways.

What is Abuse?

Misuse and physical abuse would be, but not limited to: Cracked/damaged displays or housings, sheared components from the PCBs, corrosion on any of the boards, opening the unit, using the unit for other than its intended purpose, etc...

Compsee Standard Warranty Service includes:

- Unit testing
- Repair of the Unit
- Implement any Engineering changes and Software updates
- Final testing the unit

Extended Warranty

With Compsee Extended Warranty Service you get the security of knowing that Apex Unit repairs are easily handled with consistent procedures, controlled costs and guaranteed results... all you pay is shipping to Compsee.

Period: 1 Year Agreement, renewable annually.

The in-house turnaround time is 3 business days from receipt at Compsee.

Pricing:

Apex II	Standard	03MC008	\$75
	Laser – Batch Unit	03MC009	\$125
Apex III / IV	Standard	02MC028	\$150
	Laser – Batch Unit	02MC006	\$250
	Laser – RF Unit with Radio Card	03MC007	\$300

Corporate Headquarters
Compsee, Inc.
A Subsidiary of McRae Industries
P.O. Box 1209
Mt. Gilead, NC 27306-1209

(800) 628-3888 – V
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(321) 723-2895 - F
sales@compsee.com (E-Mail)
www.compsee.com (Web Site)

International Sales Office
Compsee, Inc.
2500 Port Malabar Blvd.
Palm Bay, FL 32905

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Hardware

Flat Rate Repair

Compsee's Flat Rate Repair pricing makes for an effective and economical "pay as you go" support alternative. As with all our service programs, you get quality repair of your Compsee products with factory spec parts, procedures and upgrades for maximum product reliability and performance.

Terms: Per incident Basis

Service Includes:

- The average in-house turnaround time is 8 business days from receipt at Compsee. This time frame is a goal, and is not guaranteed.
- Product shipping to and from Compsee is the responsibility of the user. The product will be returned via same shipping method as received.
- The use of dependable factory components parts and procedures
- Factory specified upgrades
- 90-day warranty on all repaired units.
- Unit testing
- Implement any Engineering changes and Software updates
- Final testing the unit

Pricing:

Apex II	Standard	RPAPT1N	\$125
	Laser Replacement Required	RPAPT2N	\$250
Apex III / IV	Standard	RPAP34T1N	\$175
	Laser Replacement Required	RPAP34T2N	\$250
Notes: <ul style="list-style-type: none"> • Additional Charges may apply for RF units Radio Cards • User pays shipping to and from Compsee 			

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Software**Standard Warranty**

Compsee warrants that Software products sold by Compsee will perform in accordance with the accompanying written materials for a period of ninety (90) days from the date of shipment.

Program License: The Apex Unit contains an operating system and BIOS in firmware which has been programmed by Compsee to enable the terminal to perform the functions described in the published specifications. Your purchase of the Apex PDT includes a perpetual, non-exclusive, and transferable license to use the firmware operating system built into the Portable Data Collection Terminal. The operating system can be modified or supplemented with application programs devised by others, such as a Value Added Reseller (VAR) from whom you may have purchased the terminal. All application software programs are the sole responsibility of their creators. The limited warranty applicable to the Apex Terminal does not include servicing for defects or performance problems caused by any third party implementation of programs originally manufactured by Compsee.

Period: Ninety (90) days from Date of Purchase

Telephone Support Services:

- Responsive Phone Support to minimize downtime
- Implementation of any Software updates
- Software Testing

Extended Software Phone Support

Period: 1 Year Agreement, renewable annually, commences after the 90 day Standard Software Warranty period.

Pricing:

Program Generator – Apex II	03MC017	\$200
Program Generator - Apex III	03MC017	\$200
Program Generator - Apex IV	03MC017	\$200
Custom Software	15% of Package Price	

Twin Client	03MC010	\$200
Avalanche/Wavelink	03MC018	\$200
ClearOrbit Client	03MC011	\$200
Co-Log/Open	03MC012	\$300

* Quoted prices include five (5) hours phone support, tracked in ½ hour increments.

Flat Rate Phone Support

Compsee Technical Representatives are available by phone to address software issues and investigate and trouble-shoot software issues.

Terms: Per incident Basis

Pricing: \$60.00 per Hour

- 1 Hour Minimum
- Billable in fifteen (15) minute increments
- Must be ordered with open Purchase Order or Credit Card

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