



NEWLAND AIDC US · CUSTOMER WARRANTY

Product Warranty & Service Plans

Standard, NewlandCare & Advanced Exchange coverage for Newland mobile computers, tablets, micro-kiosks and barcode scanners — sold and serviced in the United States & Canada.

VERSION	EFFECTIVE	REGION
1.0	July 1, 2026	United States & Canada

ISSUED BY
Newland North America, Inc.
46559 Fremont Blvd, Fremont, CA

Snapshot Overview

		Standard	Extended	NC3 NewlandCare	NC5 NewlandCare	AX3 Adv. Exchange	AX5 Adv. Exchange
Term of coverage	Length of plan	By product	+1–4 yr	3 yr	5 yr	3 yr	5 yr
Turn around time	At the service center	10 days	10 days	5 days	5 days	Next day	Next day
COVERAGE	EXAMPLE						
Manufacturing defects	Material or workmanship fault	✓	✓	✓	✓	✓	✓
Malfunction	Electronic failure	✓	✓	✓	✓	✓	✓
Normal wear & tear	Scan window, LCD, keypad, trigger	✗	✗	✓	✓	✓	✓
Accidental damage	Cracked LCD or enclosure (normal use)	✗	✗	✓	✓	✓	✓
Battery refresh	Replacement battery at 30 months	✗	✗	✗	✓	✗	✓
Next-day replacement	Advanced Exchange only	✗	✗	✗	✗	✓	✓
Inbound shipping	Customer → Newland freight	✗	✗	✗	✗	✓	✓
Return shipping	Newland → customer freight	✓	✓	✓	✓	✓	✓
Live technical support	Tier 1/2 phone & email	✓	✓	✓	✓	✓	✓
24/7 support portal	Online RMA & claim tracking	✓	✓	✓	✓	✓	✓
Software updates	OS, security & firmware	✓	✓	✓	✓	✓	✓

✓ Included ✗ Not included Intentional abuse & natural disasters are not covered.

INCLUDED WITH EVERY DEVICE

Standard Warranty

Every Newland product sold by Newland AIDC US (Newland North America, Inc.) is covered by a standard limited warranty against defects in materials and workmanship, at no additional cost. It is the foundation the NewlandCare and Advanced Exchange service plans build upon.

How the standard warranty works

- The warranty period begins on the date of purchase by the end user — keep your invoice as proof of purchase.
- It covers any malfunction arising from normal operation — manufacturing and material defects, with all parts and labor on covered repairs.
- Turn Around Time is ten (10) working days from receipt of the device at the Newland service center in Fremont, California.
- Newland AIDC covers the cost of return shipping on covered warranty repairs.
- Accidental damage and normal wear and tear are not covered by the standard warranty — add NewlandCare or Advanced Exchange for that protection.

Warranty period by product

Product family	Warranty
Corded handheld scanners HR2000, HR3000, FR4080	5 years
Bluetooth handheld scanners HR2000-BT, HR3000-BT	3 years
Industrial / ultra-rugged scanners NVH220, NVH220-BT, NVH300, NVH300B	3 years
Companion / wearable scanners BS2080, BS5080, BS8080	2 years
Rugged mobile computers MT37	3 years
Rugged mobile computers MT93, MT93-UHF, MT95, N7	1 year
Fixed-mount kiosks NQuire 500, 1000, 1500	1 year

Accessories

Scanner cradles	1 year
Mobile-computer cradles & pistol grips	1 year
Built-in batteries & cables	3 months
Detachable batteries, cables, power adapters	3 months
Wear items (straps, boots, screen films, gloves)	Not covered

Applicable to purchases on or after July 1, 2026. Published warranties may change from time to time.

Article 1 — NewlandCare Service (NC3 / NC5)

These terms and conditions apply to all agreements entered into and offers regarding the NewlandCare Service, offered by Newland North America, Inc. (hereinafter: "Newland"), having its registered office and principal place of business at 46559 Fremont Blvd, Fremont, CA.

1.1 NewlandCare Service includes the following benefits and limitations:

- a.** 5 business days turnaround time in the Newland Service Center after receipt; Newland arranges the shipping of repaired devices from the Service Center to the buyer using a carrier of Newland's choice.
- b.** the available NewlandCare Service has a term of three (3) or five (5) years and must be purchased together with the device.

1.3 NewlandCare Service also covers the repair of equipment that has been damaged by accident by the customer or its employee, within the limits set forth in section 7.2.

1.4 Newland reserves the right to refuse to repair devices with total economic loss.

1.5 NewlandCare Service covers up to two (2) repair incidents per device per twelve (12) months.

1.6 On five-year plans (NC5), Newland provides a replacement battery at the 30-month point of the coverage term.

1.2 NewlandCare Service covers the following items that affect the normal function of the device:

- a.** damaged housing
- b.** LCD defect
- c.** touch panel defect
- d.** damaged battery cover (when not integrated with the battery assembly)
- e.** broken scan window
- f.** defective trigger / switches
- g.** components and parts failure

Article 2 — Advanced Exchange Service

These terms apply to Newland's Advanced Exchange Service (plans AX3 and AX5), an uptime-critical alternative to depot repair, offered by Newland North America, Inc. It replaces the unit rather than repairing it.

2.1 Newland's Advanced Exchange Service includes the following benefits and limitations:

- a.** a replacement device ships the next business day after coverage is confirmed — before the failed unit is returned — to minimize downtime.
- b.** Advanced Exchange plans have a term of three (3) or five (5) years and must be purchased together with the device.
- c.** two-way prepaid shipping is included; Newland provides a prepaid label for the return of the failed unit.

2.2 Advanced Exchange covers the same items that affect the normal function of the device as NewlandCare Service, including:

- a.** accidental damage from normal use (drops, spills, cracked screens)
- b.** damaged housing, LCD and touch-panel defects
- c.** broken scan window and defective trigger / switches
- d.** components and parts failure

2.3 The customer must return the failed unit in the prepaid packaging within ten (10) business days of receiving the replacement.

2.4 If the failed unit is not returned within the required period, Newland reserves the right to invoice the customer for the replacement device.

2.5 Replacement devices may be new or functionally equivalent refurbished units.

2.6 Advanced Exchange covers up to two (2) exchange incidents per device per twelve (12) months.

2.7 On five-year plans (AX5), Newland provides a replacement battery at the 30-month point of the coverage term.

Article 3 — Exclusions from Service

3.1 NewlandCare Service and Advanced Exchange Service are available for all regions for specified product lines.

3.2 NewlandCare Service and Advanced Exchange Service shall not apply to:

- a.** any product which has been modified, or repaired by any other than Newland Service Centers or its authorized representatives;
- b.** defects or damages caused by any third parties;
- c.** any claimed defect, failure or damage which Newland determines was caused by faulty operations, abuse or improper use;
- d.** any defect or damage caused by natural or man-made disaster;
- e.** any accessories, consumable or equivalent (e.g. holsters, cradles, cables, power supplies, batteries, etc.).

3.3 Newland will not accept biologically contaminated equipment. All costs associated with the return process will be invoiced to and paid by the contractual partner.

3.4 Repair of cosmetic damage that does not affect normal operation of the device is not covered by NewlandCare Service. Newland reserves the right to charge an inspection fee.

3.5 For devices where no problem can be found Newland reserves the right to charge an inspection fee.

3.6 If it is no longer economically viable to repair a device, the customer will receive a notification from Newland and a cost estimate for a new device. At the customer's request, we can also send the device back unrepaired.

3.7 All data, applications and user-specific configurations on the device will be deleted during the repair process. Newland is not responsible for reloading and configuring the devices.

3.8 Newland reserves the right to replace a device that is sent in with a functionally equivalent, refurbished or new device.

3.9 These exclusions apply equally to the Advanced Exchange Service (plans AX3 and AX5). A replacement is not provided where the failed unit is found to fall under an exclusion above — including abuse, misuse, or disaster damage.

Articles 4–6 — Transportation, Liability & Risk

Article 4 — Transportation

4.1 For NewlandCare Service, Newland arranges the shipping of the repaired devices from the Newland Service Center to the customer using a carrier of Newland's choice.

4.2 A device can only be sent in after applying for an RMA number (Return Material Authorization). The customer agrees to use the Newland RMA form for this purpose: newlandaidc.com/Services. The device must be shipped in protective packaging to avoid additional damage.

4.3 Newland reserves the right to limit the number of possible RMA submissions per day and per customer.

4.4 We recommend that the customer send in devices with faults immediately.

4.5 Any other forms of transportation of defect devices to Newland will be at the risk and cost of the customer.

Article 5 — Limitation of Liability

5.1 Customers can only make warranty claims related to the NewlandCare Service against Newland based on the repair, exchange or maintenance services described in this document.

5.2 Newland is not liable to the customer or third parties for data loss, unauthorized access to data, applications, services, networks, IT systems, security breaches, lost profits or indirect damage. This applies regardless of whether Newland was informed in advance of the possibility of such damage.

Article 6 — Risk of Loss

6.1 Newland assumes the risk of loss or damage to equipment Newland owns or that is in transit for shipments from Newland to the customer.

Articles 7–10 — Cancellation, Changes & Acceptance

Article 7 — Cancellation or Adjustment

7.1 NewlandCare Service may be canceled within thirty (30) days of receipt of the order. If a device is registered for repair via RMA within this period, the option to cancel the order expires.

7.2 Newland reserves the right to adjust the NewlandCare Service for customers if an above-average number of damaged devices is sent in. Assessment of damage is the sole responsibility of Newland personnel. Newland may decide at its own discretion whether additional repair fees should be charged and will provide the customer with a cost estimate; after approval, the repair is carried out.

Article 8 — Changes in Terms of Warranty

8.1 Newland's published product warranties (newlandaidc.com/Services) may change from time to time without prior notice.

Article 9 — Acceptance of Terms

9.1 The General Terms and Conditions of Newland North America, Inc. and these Terms and Conditions of NewlandCare Service are deemed to be accepted by the customer by submitting an order for NewlandCare Service.

9.2 In the event of a conflict between the General Terms and Conditions of Newland North America, Inc. and these Terms and Conditions of NewlandCare Service, the provisions of these Terms and Conditions of NewlandCare Service shall prevail.

Article 10 — Definition

10.1 Customer is the party with whom Newland has entered into an agreement regarding the NewlandCare Service.