



RUGGED. RELIABLE. RESPONSIVE.

GAMBER-JOHNSON WARRANTY INFORMATION

We proudly offer a limited warranty on all Gamber-Johnson products.

Gamber-Johnson warrants to the reseller and the original end user of any Gamber-Johnson product that it will be free from defects in materials and workmanship for the warranty time period.

The remedies for a defect in material or workmanship are limited to repair or replacement of any non-conforming product. Gamber-Johnson will repair or replace, without charge, any Gamber-Johnson product that does not conform to its warranty only if a Reseller or an original end user gives us notice of a defect in material or workmanship within the warranty time period stated below:

Mounting Systems (non-electronic products) — All non-electronic products **purchased after Dec. 31st, 2009** are protected by Gamber-Johnson's limited lifetime warranty. For any warranty related issues of products purchased prior to Dec. 31st 2009, please contact your Gamber-Johnson's authorized reseller. **All Zirkona products** come with a standard one year product warranty.

Any failure of any Gamber-Johnson product that is due to damage or misuse, such as excessive force, improper installation, cosmetic wear, exposure to liquid spills, moisture or application of power in excess of specified rating theft, fire or natural disaster is not covered by this warranty. The warranty is void on electronic products if the warranty label is removed or altered.

GAMBER-JOHNSON WILL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL (INCLUDING LOSS OF BUSINESS OR PROFITS) OR PUNITIVE DAMAGES DUE TO FAILURE OF A GAMBER-JOHNSON PRODUCT. INCIDENTAL, CONSEQUENTIAL AND PUNITIVE DAMAGES ARE EXCLUDED FROM THIS LIMITED WARRANTY. THE FOREGOING WARRANTY IS A LIMITED WARRANTY. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION OF THE WARRANTIES ON THE FACE HEREOF INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF FITNESS AND MERCHANTABILITY.

Specific 3rd Party Supplied Products — For all products purchased through Gamber-Johnson that are supplied from a 3rd party company (i.e. iKey, Brother, Lind Electronics, MNSTAR, etc.) are warranted by the specific manufacturer of that product. Please see individual specifications on these products for further warranty information.

Mobile Docking Stations & Electronic Products — Warranty time period (from date of original factory shipment) for printed circuit boards, docking connectors, electronic components may vary. Please see individual specifications on these products for further warranty information.

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GAMBER-JOHNSON EXTENDED WARRANTY

Extended warranty programs are available to add an additional 1 or 2 years of standard warranty to your mobile docking station or Rugged USB Hubs. The extended warranty must be purchased at the time of the product purchase. The extended warranties on docking stations and Rugged USB Hubs are subject to the same terms and exclusions as the standard warranty for docking stations and electronic products.

GAMBER-JOHNSON PRODUCT	FACTORY WARRANTY	EXTENDED 1 YEAR	EXTENDED 2 YEAR
All Dell Laptop and Tablet Docking Stations	3 years	DELL WARRANTY 1	DELL WARRANTY 2
All Panasonic Toughbook® and Toughpad® Docking Stations	3 Years	PAN WARRANTY 1	PAN WARRANTY 2
All Zebra Tablet Docking Stations	3 years	ZEBRA WARRANTY 1	ZEBRA WARRANTY 2
Zebra ET5X 2-in-1 Attachable Keyboard	1 Year	Not Available	Not Available
Getac Laptop and Tablet Docking Stations	3 Year	GET WARRANTY 1	GET WARRANTY 2
Rugged Lite Keyboard	1 Year	Not Available	Not Available
Rugged USB Hub	3 Year	Extended Warranty 1	Extended Warranty 2
13.3" Capacitive Touch Screen	1 Year	Not Available	Not Available
DeX Smartphone Charging Cradles	1 Year	Not Available	Not Available
Samsung Galaxy Tab Active2/Active3 and Tab Active Pro Charging Cradles	1 Year	Not Available	Not Available
Samsung Tab Active Pro 2-in-1 Attachable Keyboard	1 Year	Not Available	Not Available
Samsung Tab Active2/Active3 and Tab Active Pro Docking Stations	3 year	Samsung Warranty 1	Samsung Warranty 2
Samsung XCover Pro Cradles	1 Year	Not Available	Not Available
All standard LIND power supplies and shut-down timers (non-custom)	3 Year	Not Available	Not Available



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GAMBER-JOHNSON EXTENDED SERVICE PLAN

Gamber-Johnson Extended Service Plan builds on our standard warranty and includes the following benefits:

- Extends our standard warranty to 5-years (3-Year standard warranty + 2 additional years)
- Free loaner docking stations
- Accidental damage coverage
- Expedited service and free shipping
- Two FREE PCB replacements and two FREE RF Pass thru (GPS/LAN/WAN) cables per serial number for the life of the contract

The Extended Service Plan is available on most docking stations and must be purchased at the time of product purchase. Any failure of any Gamber-Johnson product that is due to intentional misuse or damage, cosmetic wear, theft, fire or natural disaster is not covered by this warranty.

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GAMBER-JOHNSON EXTENDED SERVICE PLAN – AVAILABLE ON...

All Dell

- Tablet Docking Station
- Laptop Docking Station

All Panasonic

- Toughbook® and Toughpad® Docking Stations

All Zebra

- Tablet Docking Stations

Getac

- Laptop and Tablet Docking Stations

Rugged USB Hub

Samsung

- Tab Active2/Active3 Docking Stations
- Tab Active Pro Docking Stations



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END-OF-LIFE POLICY

Product Life Cycle Overview and EOL Notifications

Periodically, Gamber-Johnson may find it necessary to discontinue products for a number of reasons, including decline in competitiveness, or decreased sales of a product. Obsolescence can also occur because a newer version of a product has become available. Finally, products may become obsolete if replacement parts are no longer available, or when the cost of replacement parts or repairs is higher than the cost of a new item.

Gamber-Johnson is committed to making the transition from such products to new offerings as simple as possible. As part of this, when a product reaches its end of life (EOL), Gamber-Johnson will move the product from its current product category and place it into the discontinued category under the Products tab. Gamber-Johnson will include the initial EOL notification, Last Order Date (LOD), and End-of-Support (EOS) milestone dates, as described below.

Resellers may continue to purchase product up until the LOD. Gamber-Johnson will honor our Limited Lifetime Warranty as long as it is purchased no later than the LOD. Gamber-Johnson will continue to provide technical support and service for product up until the announced EOS date (based on warranty). In the event that a product or its parts are no longer available during the warranty period, Gamber-Johnson will replace the item with a comparable product if available. Please note that some components are dependent on OEM availability (example: Panasonic boards and components used in docking stations) and replacement parts are dependent on their product offering.

END-OF-SUPPORT (EOS) POLICY

Mounting Systems (non-electronic)

Gamber-Johnson is committed to providing service/repair on your mounting system for the life of the product within the warranty policy guidelines. We will repair, replace with an equivalent product, or refund your purchase price of any defect found in material or workmanship of any nonconforming product.

Docking Stations and Electronic Products

Gamber-Johnson is committed to providing service/repair on all mobile docking stations for a minimum of five (5) years after last order date LOD. Our ability to provide this service is dependent on availability of electronic products from our OEM suppliers.

The electronic products listed on the next page are no longer serviced/supported by Gamber-Johnson

Gamber-Johnson will service electronic products up to 5 years after the product is End-of-Life (EOL). This is, however, dependent on OEM availability of electronic components.



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END-OF-SUPPORT NOTICE

PRODUCT NUMBER	DESCRIPTION	EOS DATE
7110-0685	Special CF29 docking station	12/23/2012
7160-0004	USB / Ethernet hub	12/31/2013
7160-0194-XX	GD-Itronics 8000/8200 docking stations	Oct 2018
7160-0127-XX	Getac B300 (steel docking stations)	08/31/2013
7160-0127-XX	Getac B300 docking stations	May 2017
7160-0414-XX	Getac B300 docking stations	Feb 2018
7160-0461-XX	Getac B300 docking stations	Sept 2019
7160-0011-XX	Itronix IX270 vehicle docking stations	11/01/2012
7160-0143-XX & -0144-XX	MAG Pandock (all versions)	11/09/2012
7160-0205-XX	MAG Pandock	09/09/2012
7160-0227-XX	MAG Pandock docking station (all versions)	12/31/2013
7160-0029, 7170-0003 / 0005	Motorola ML 910 high tier docking dtation	02/01/2013
7160-0030, 7170-0004 / 0006	Motorola ML 910 mid tier docking station	02/01/2013
7160-0031	Motorola ML 910 office docking station	02/01/2013
DDN 7412A,C	Motorola ML900 office dock	02/01/2013
DDN 7496A	Motorola ML850 dock (standard tier)	07/20/2011
DDN 7496A SU	Motorola ML850 high tier with upside down handle	07/20/2011
DDN 7501A SU	Motorola ML900 high tier dock with upside down handle	02/01/2013
DDN 7501A,B,C	Motorola ML900 high tier dock	02/01/2013
DDN 7502A,B,C	Motorola ML900 mid tier dock	02/01/2013
DDN 7506A	Motorola ML 900 low tier docking station	02/01/2013
DDN 7508A	Motorola ML850 low tier dock	02/01/2013
7160-0472-XX	Panasonic B1	
7160-0021-XX	Panasonic CF19 steel docking station (all versions)	08/01/2013
7160-0027-XX series	Panasonic CF30 docking station	02/25/2013
7160-0119/0120-XX Series	Panasonic CF30 MAG™ docking station	02/25/2013
7160-0471-XX	Panasonic Touchpad office docking station	April 2019
NP-CF18-XXXXXX	Panasonic CF18 docking station (all versions)	06/30/2011
7160-0225-XX Series	Panasonic CF30 MAG™ docking station	02/25/2013
7170-0007/0008-XX Series	Panasonic CF30 MAG™ docking station w/ factory installed power	02/25/2013
7160-0318-XX	Panasonic CF31 Mag Dock, Revisions A through O	10/1/2018
7160-0166-X	Panasonic CF-H1 Docking Station	3/1/2020
7160-0167-X	Panasonic CF-H1 Cradle	3/1/2020
7160-0223	Panasonic CF-H1 Docking Station	3/1/2020
7160-0348-XX-X	Panasonic H2 Docking Station	3/1/2020
7160-0358-XX-X	Panasonic H2 Docking Station	3/1/2020
7160-0349	Panasonic H2 Cradle	3/1/2020
NP-Pandock-ALL	Steel NP-Pandock (all versions)	09/30/2013
7160-0345-XX	TabCruzer™ for iPad	May 2019
7160-0453-XX	TabCruzer™ for iPad	Dec 2019