



**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 on page 2:

**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 product come with a limited lifetime warranty.**

**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, All Fleet Solutions, 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.

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.

For standard warranty claims, Gamber-Johnson will provide return shipping for covered product. The customer is responsible for packaging and shipping to Gamber-Johnson.

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.



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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
Dell laptop and tablet docking stations	3 years	✓	✓
Panasonic Toughbook® and Toughpad® docking stations	3 years	✓	✓
Zebra Tablet docking stations	3 years	✓	✓
Getac Laptop and Tablet docking stations	3 years	✓	✓
Samsung Tablet docking stations	3 years	✓	✓
Rugged USB Hub	3 years	✓	✓
Gamber-Johnson cradles	3 years	X	X
IPad docking station	1 year	X	X
Gamber-Johnson keyboards	1 year	X	X
Gamber-Johnson touch screens	1 year	X	X



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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)
- 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.

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.

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

**Dell**

- Tablet Docking Station
- Laptop Docking Station

**Panasonic**

- Toughbook® and Toughpad® Docking Stations

**Zebra**

- Tablet Docking Stations

**Getac**

- Laptop and Tablet Docking Stations

**Samsung**

- Tablet Docking Stations

**Rugged USB Hub**



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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: 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.