

Blue Line Service Program CleanTablet

Our objective is to provide our customers with the best choice of a cost-effective and efficient service program. The Blue Line product range is designed in high and durable quality. However, we understand that downtime can involve significant additional costs hence the different service options. These options will ensure stable future service costs and provide the lowest possible total cost of ownership.

The Blue Line service program helps protect your investment and offer additional security for your business.

	Standard	Extended
Technical support Within normal CET business hours	12 months	24 months
Warranty	12 months	24 months
Free spare parts and repair at Blue Line service centers in warranty period Typical turn-around time 10-30 working days	12 months	24 months
One-way shipment of repair units in warranty period Customer arranges and covers shipment cost and risk to service center Blue Line covers shipment cost and risk back to customer	Yes	Yes
Price	Included	10% of total price

The warranty is valid from Blue Line's invoice date and covers defects in materials and manufacturing. Warranty does not cover defects that may arise due to the customer's or any third party's incorrect handling or intervention.

The service program covers batteries.

Third-party hardware, e.g. handheld scanners must be covered by a separate service program.

Service and warranty do not cover third-party software. Blue Line is not responsible for data loss or other indirect losses.