

Speed is Power
M3 MOBILE



M3 Speed Care Service

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1. M3 SPEED CARE SERVICE

(abbreviations "M.S.C.")

The M3 ensures continuous and stable performance of the product at the customer's site of use through the M3 M.S.C.

M.S.C. is a service that covers the warranty period. M.S.C. is a powerful support service that protects your product from a variety of damage, including professional repair as well as technical and software support. When purchasing M.C.S., you can receive a quick repair period through a separate service option.

Regardless of the residence site, M3's global support infrastructure ensures rapid repair and technical support onsite and online. You can also use the online RMA portal to manage your products and contact your M3 local technical staff or our IT & CS team directly.

With quick support and rapid service, M.S.C. is M3's integrated support service that minimizes our customers' downtime and offers satisfiable trouble shooting and maintenance.

Extend Service of Service period

Since the purchase of our products, **the basic warranty period of a year (Terminal) and 6 months (Accessory)** is guaranteed. A Basic warranty period begins when the product is delivered to the end user, and for resellers, if it is possible to prove when it is delivered to the end user, that's when it starts with a Basic warranty. So, the basic warranty period starts based on arrival at end users' sites.

The M3 also offers the option of warranty extension. If customers want to use our products reasonably and eco-friendly for a long time to protect their goods, we confidently recommend the M3's service extension option.

In addition to the basic warranty period, M3 has additional **3 years or 5 years of extended service** options, and M3 sales representatives must be informed of the intention to purchase these services, **within 45 days after the basic warranty period begins.**

In addition, if a customer, who has purchased a 3- or 5-year Warranty Service, wants the longer support, they should inform the M3 salesperson of **intention to purchase the Extended Warranty Service before it expires.** After that, the M3 sales representative will quickly inform the customer of the possibility of extension.

Quick and easy repair process

When customers need convenient, fast repair anytime or anywhere, it is necessary to log in on the ITC website (<http://itc.m3mobile.net>) and to request a Return Material Authorization (RMA) number. For further processing, the delivery form shall be printed, filled out with information, and sent to the nearest M3 Service Center. A qualified M3 engineer will repair the product and resend it to our customers as soon as possible.

Individually customized support structure

With M3 Mobile, customers will receive answers and relevant information from certified regional service centers and technical support teams at the same time. We are always committed to enhancement of our customers' experiences and satisfaction with our professional care and by offering a wide range of warranty options as well as competitive repair prices for various problems.

2. Type of M.S.C. Services

Information Technology Center (ITC)

M3 Mobile provides software updates and technical support from the Information Technology Center for troubleshooting purposes.

- Web Support
- Help desk
- Technical support and requests or inquiries for errors
- Quick response
- Assigned to professional engineer upon inquiry
- Upgrade the OS or download to the latest

GLOBAL SERVICE CENTRE/FACILITY

The M3 Authorized Service Center supports customers around the world. For the smooth communication, the M3 service center supports various languages. (Korean, English, German, Dutch, French, Spanish, Portuguese)

Germany	WEILANDT ELEKTRONIK GMBH
England	BIAS Technology Support. LTD
Netherlands	QMOSS BV
France	PRESTINFO
Spain	SERDACAP
Korea	M3 Headquarter Service Center

Service availability varies by country. For more information, please contact our M3 representatives in each country. Based on local time, the service center is typically open Monday through Friday from 8 a.m. to 5pm. (Excluding national holidays)

3. M3 SPEED CARE SERVICE Options and Available Support

	Service Package 1 YEAR (BASIC)	Service Package 3 YEARS	Service Package 5 YEARS
ITC web board support	Yes		
Help desks available via web board	Yes		
Technical supported included	Yes		
Warranty period	1 Year after shipment	3 Years after shipment	5 Years after shipment
Terminal Warranty	1 Year	3 Years	5 Years
Accessory Warranty	6 Months		1 Year
Battery Warranty	6 Months	1 Year	
Battery Replacement	Not support	Optional Contract	
Repair Time	14 Days	7 Days	
Shipping cost support	One way	Two ways	
Accident Breakage/ fault for Terminal	Not support	Support	
Total Damage repair	Not support		
Need to sign a contract	No	Yes	

Basic Warranty Service (1 year terminal, 6 months accessory)

- ITC Web Support
- Help desk Support
- Includes technical support
- Repair in approved M3 Partner Service Centers and M3 Service Centers
- One year warranty from the date of terminal delivery
- Accessories 6-month warranty
- Battery 6-month warranty
- 14 days repair time
- Support for one-way delivery
- Damage to accessories and terminals due to self-fault is not supported
- Contract is not required (automatic conclusion of service from the time of delivery completion)

3 Years' Service Package

- ITC Web Support
- Help desk Support
- Includes technical support
- Repair in approved M3 Partner Service Centers and M3 Service Centers
- 3 years warranty from the date of terminal delivery
- Accessories 6-month warranty
- Battery 1 year warranty
- 7 days repair time
- Shipping cost support (round trip)
- Support for repair of accidentally broken or defected terminals
- Contract Required
- **Total Damage (3 or more than 3 of 4 main parts damaged) cannot be compensated or repaired.**

5 Years' Service Package

- ITC Web Support
- Help desk Support
- Includes technical support
- Repair in approved M3 Partner Service Centers and M3 Service Centers
- 5 years warranty from the date of terminal delivery
- Accessories 1 year warranty
- 7 days repair time
- Battery 1 year warranty
- Shipping cost support (round trip)
- Support for repair of accidentally broken or defected terminals
- Contract Required
- **Total Damage (3 or more than 3 of 4 main parts damaged) cannot be compensated or repaired.**

4. Definition of Total Damage

If the 3- or 5-years of service package is signed, all damage **except Total Damage** can be repaired.

Total Damage is

- that **3 or more than 3 of 4 main parts** of the terminal are damaged,
Four main parts: body, motherboard, display, scanner
- Example) Display, motherboard damage – **Not Total Damage** – repairable
- Example) Display, motherboard, scanner damage – **Total Damage** – not repairable



5. Out-of-Warranty Policy

After the warranty period is finished, the M3's products can be repaired at the service center. However, due to the expiration of the warranty, the repair work will be charged.

The following repair services are available.

- Product breakage by user
- Excessive dust/contamination affecting performance specifications
- Scratch and display damaged
- Broken/cracked/deformed display, touch panel, body, PC board or trigger
- Inside/outside broken/cracked plastic parts
- Damaged or missing parts
- minor flaws, such as scratches/crashes
- submerged

Damage to accessories is not supported.

6. Check Warranty Status

The warranty period can be checked on the website.

The information can be checked by entering ID, password, and S/N of the device on the website. (The terminal S/N is written on the inside of the battery mounting location)

How to check

1. Ask ID (e-mail) and Password to our CS Team(cs@m3mobile.co.kr) for login.
2. Log in with the received information on the website <http://cs.m3mobile.net/member/login>.
3. After login the warranty status will be shown after entering the S/N of the purchased product.

Red color means the warranty has expired.

Green color means under warranty.

Detailed warranty information is displayed as follows:



1) For example, Just "basic standard warranty" info

1504563		Search	
Serial	1504563	Distributor	EYEPC
PN	VAS1GGDCPC11561	Reseller	EYEPC
IMEI	35327027776444	End User	EYEPC
IMEI2		Service Partner	EYEPC
Type	Product	Product Sold	Fri Apr 01 2016
SKU		Service Package	Basic Standard Warranty
Model	ORANGE S	Service Package Sold	Fri Apr 01 2016
Option	NWSCEPR(HF)	Warranty Period	1
Produced	Fri Apr 01 2016	Warranty Start	Wed Jun 01 2016
Shipped	Fri Apr 01 2016	Warranty End	Wed May 31 2017
Country	독일		
Company	EYEPC		

7. DOA

Every M3 terminal and accessory must pass all necessary tests prior to shipment, but shock or mishandling during delivery can cause unexpected work behavior as it should not be.

In such cases, „DOA“ will be called, compensation and replacement will be followed in accordance with the procedure.

Condition

1. Terminal & Accessories will be recognized as DOA by notifying the M3 representative after finding the problem **within 2 months of receipt**.
2. M3 supports all repair and exchange shipping costs.

How to Support

1. Replacement

After sending the DOA terminal to the M3 Headquarter Service Center in Korea, the person in charge checks the symptoms and sends the new terminal to the customer.

2. Product repair support

The authorized service centers of M3 around the world check for defective terminals and accessories, repair them, and resend them to customers.

8. Contact information for M3 MOBILE Service Center

HQ Customer Service Team

Tel : +82-32-623-0037

Email: cs@m3mobile.co.kr

Korea - M3 Headquarter Service Center

Unit 604, 201 Chuni Technopark, 18 Buchen-ro 198 Beon-gil, Wonmi-gu, Bucheon-Si, Gyeonggi-do, ZIP Code: 14557

Tel: +82-70-4891-4626 Email: cs@m3mobile.co.kr

Language: Korea, English

Germany - WEILANDT ELEKTRONIK GMBH

Carlous- Magnus-Strasse 12, D-43356 Essen, Germany

Tel: +49 201 10998110 Email: info@weilandt-elektronik.de

Languages: Germany, English, Russia, Poland

England - BIAS Technology Support. LTD

7, Blackchil Road West, Holton Heath Trading Park, Poole, Dorset United Kingdom, BH16 6LE

Tel: +44 01202 620955 Email: enquiries@m3-mobile-repair-centre.co.uk

Language: English

Netherlands - QMOSS BV

Bredasebaan 1B 4744 RZ Bosschenhoofd, Netherlands

Tel: +31 (0)85 021 23 70 Email: jse@qmoss.eu

Language: Netherland, English

France - PRESTINFO

18, avenue de la ZAC de CHASSAGNE, 69360 TERNAY, Lyon city, France

Tel: +33-(09)72189164 Email: repaircenter.m3@prestinfo-maintenance.com

Language: France, English

Spain - SERDACAP

Calle Isabel Colbrand 10, oficina 164, 5ª planta (puerta de acceso calle 1), 28050 Madrid

Tel: +34 91 358 81 35 Email: s.delgado@serdacap.com

Language: Spanish, English

Service Center information and service package details can be obtained from the M3 sales representative.

Our sales representative would be pleased to answer any other questions.

Email: sales@m3mobile.co.kr

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