NEPTUNE
TECHNOLOGY GROUP

MRX920™ MOBILE DATA COLLECTOR AND MX900 SOFTWARE

MAKE READING SUCCESS AND EFFICIENCY AUTOMATIC

Reliable, accurate, and field proven, Neptune's MRX920™ mobile data collector – along with its MX900 software – has helped hundreds of water utilities across North America to streamline and automate processes to help their personnel be more efficient in their jobs. Able to read eight (8) meters simultaneously and process 70 unique readings every second, it makes automatic meter reading (AMR) simple, helping to take "feet off the street" to save valuable time in the field while helping improve safety for your workforce. The MRX920's intuitive design and MX900 software's user-friendly interface reduce the time needed to train readers and operators. The incorporated R900® radio frequency (RF) technology means the data you collect is not only fast, but accurate, as well as easy to share with other departments in your utility. As part of your Neptune system, the MRX920 helps transform data into actionable information that helps identify hidden causes of loss and optimize operational efficiency. As always, you can count on our support staff to resolve any issues courteously, quickly, and efficiently.

MAKE MIGRATION TO OTHER TECHNOLOGY SIMPLE

The R900® System is designed to easily accommodate and support past generations of meters, encoder registers, and data collectors – while at the same time giving your utility the flexibility to incorporate future innovations as needed. The MRX920 is no exception, providing seamless compatibility with all generations of R900 MIUs. Its industry-leading performance can save days or even weeks for your meter reading routes, and new features within its MX900 software, such as Esri®-powered mapping and wireless mobility, make valuable data available in real time as you read your system. Feel free to phase in these new features and equipment at your own pace, secure in the knowledge that Neptune will support your future needs without leaving you with stranded assets.

SAVE YOUR UTILITY – AND YOUR CUSTOMERS – TIME AND MONEY

While the R900 System always allows your utility to migrate forward to implement fixed network data collectors, or backward to use walk-by RF technology for individual off-cycle readings or data logging, using the MRX920 and MX900 software as a part of your system makes for fast and simple access to information that can provide effective resolutions to customers' water-related issues. With detailed consumption data in hand while working in the field, along with proactive alerts of leaks and backflow conditions, you can enhance customer service. In the process, you can even preempt high bill complaints, reduce delinquent payments, and eliminate write-offs.
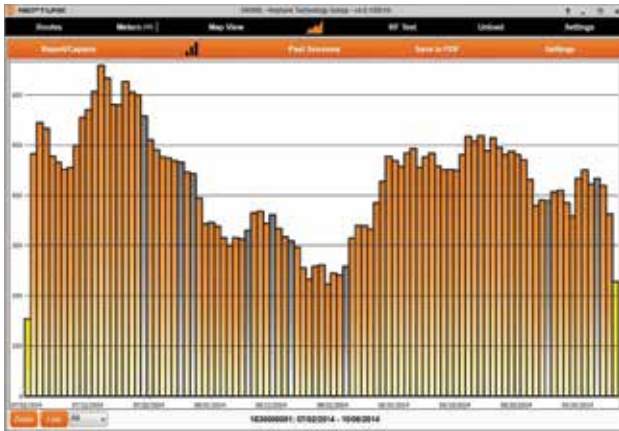
KEY BENEFITS

- Reduced Meter Reading Time
  - Reads up to eight (8) meters simultaneously and can process 70 unique meter readings per second

- Simple Access to Powerful Data
  - Esri-powered GIS maps showing meter reading and flag status
  - Wireless mobility – communicate meter reading data back to N_SIGHT™ in real time
  - Powerful filtering shows you only the information you need

- Analyze Data at the Source
  - View data logging graphs in the field and share with homeowner to address high bill complaints
  - Identify high/low audit status failures
  - Receive leak, reverse flow, and days of no flow alerts from E-Coder®-equipped meters

SPECIFICATIONS

- Electrical Specifications
  - Power consumption: < 1A
  - Power supply: 12V DC via vehicle power source adapter

- In order to adequately run the MX900 software, Neptune recommends the following minimum specifications:

  • Operating System:

OPERATING SYSTEM VERSION	OPERATING SYSTEM TYPE	32 OR 64 BIT
Windows® 7	Professional	32 & 64
Windows® 8	Professional	32 & 64
Windows® 8.1	Professional	64
Windows® 10	Professional	64

  • Processor – Intel Pentium processor 1.7 GHz

  • Memory – 1 GB

  • Communication

    ◦ Internal 802.11 b/g wireless LAN

    ◦ Windows Wireless Connection Manager (if WiFi connection to the receiver is desired)

  • USB 2.0

  • GPS receiver (mapping package is optional)

- Environmental Conditions

  • Operating temperature: +32º to +122ºF (0º to +50ºC)

  • Storage temperature: -40º to +185ºF (-40º to +85ºC)

  • Operating humidity: 5 to 95% non-condensing relative humidity

- Physical Specifications

  • Weight: 5 lbs

Note: The MRX920 is an in-vehicle mobile data collector which is designed to accommodate occasional use in rough road conditions that can be found in rural meter reading routes. This needs to be taken into consideration when choosing a laptop. Considerations such as using an SSD drive versus a spinning hard drive, more rugged laptop chassis, wider temperature range support, and outdoor-readable screens can substantially improve usability and reliability of the laptop itself. Should your utility operate the MRX920 in more challenging road conditions or seek the best performance in all conditions, Neptune recommends considering a ruggedized laptop such as a Panasonic Toughbook® or equivalent ruggedized laptop.

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MRX920™ Mobile Data Collector Warranty

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Warranty - Hardware

The warranty on the MRX920 mobile data collector is 12 months from shipment date. If a customer is using a laptop provided by a third party, the laptop is NOT covered under the Neptune warranty. Warranty services provided during the warranty period are:
- Free repair (including parts and labor) of a unit defective in materials or workmanship, or replacement of the defective unit at Neptune's discretion
- Return shipment of repaired product via pre-paid ground service
- Repair turnaround of 5 days, excluding transit time
- Toll-free assistance provided by Customer Support 1-800-647-4832
- These services are purchaser's exclusive remedy for warranty issues

Extended Maintenance Contract Services

Extended maintenance contracts are available from your authorized Neptune Sales representative. Maintenance contract services provided during extended period are:
- Free repair of unit, including parts and labor
- Return shipment of repaired product is pre-paid ground service
- Free inspection and preventative maintenance
- Repair turnaround time of 5 working days, excluding transit time
- Toll-free assistance at Customer Support 1-800-647-4832

NOT included in the Extended Maintenance Contract Services:

- Rechargeable batteries
- Cables and miscellaneous hardware
- Equipment damaged by abuse or negligence or environmental damage such as a result of fires and storms
- Firmware modifications
- Priority Overnight return shipment of repaired units
- Neptune does not repair or support a laptop provided by a third party
- Antennas
- USB flash drives

Repair Notes:

- A Returned Material Authorization (RMA) number MUST accompany all incoming repairs. This number may be obtained by calling Customer Support at 1-800-647-4832.
- Customer pays all incoming shipment charges.
- Repair turnaround (non-warranty/non-maintenance) is 20 days, excluding transit time. All repairs conducted without maintenance will be charged as time and materials repairs.
- All outgoing repairs are shipped ground service.
- Requested Priority Overnight return shipment is paid by the customer.
- Repair warranty is 90 days from shipment date.
- Neptune only supports/repairs the GoBook XR-1 laptop (or previous GoBook III). If the customer chooses to utilize his or her own laptop, it is the customer's responsibility to have that laptop repaired/replaced should problems occur.

NEPTUNE DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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MRX920™ Mobile Data Collector Warranty

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Warranty - Software

The warranty on the MX900 Software is 12 months from shipment date. Warranty services provided during warranty period are:

- Free replacement software for software with defects in the media on which the software is delivered
- Replacement software shipped within 48 hours of customer notifying System Support of problem
- Free software upgrades, patches and corrections within warranty period
- Toll-free assistance provided by Customer Support 1-800-647-4832
- These services are purchaser's exclusive remedy for warranty issues

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R900® BELT CLIP TRANSCEIVER

AUTOMATE MEASUREMENT TO ACTIVATE OPERATIONAL EFFICIENCY

Neptune's R900® System was designed to streamline and automate processes for your water utility, regardless of the meter reading method you choose – walk-by, mobile, or fixed network. As part of this system, our R900® Belt Clip Transceiver (R900 BCT) can help your personnel be more efficient in their jobs. The R900 BCT's two-way communications to the R900® MIU eliminate meter access issues and speed up retrieval of valuable data logging information – up to 96 days of historical hourly consumption data from an individual account. In addition, its exceptional radio frequency (RF) throughput reduces meter reading time, especially in high-density environments. Field personnel can even read R900s while performing maintenance or other tasks when taking advantage of the R900 BCT's unattended operations mode. These automated features ensure you collect accurate data that can be turned into meaningful information – to help improve accuracy, identify hidden causes of loss, and optimize the efficiency of your operations.

MOVE AHEAD WITH BACKWARD COMPATIBILITY AND FORWARD INNOVATION

The R900 BCT, as with the rest of Neptune's R900 System, works with past generations of equipment while remaining flexible to incorporate innovations as needed. The R900 BCT maintains support to read previous generations of R900 MIUs yet introduces powerful software-defined radio (SDR) technology to support the new advanced two-way features of the R900 System. Now, the R900 BCT is capable of reading electric, bubble-up ERT® devices and processing SCM or SCM+ message files that these ERT devices transmit. This gives utilities the freedom of equipping with just the R900 BCT to read both water and electric meters.

So, go ahead and phase in new features and equipment at your own pace with confidence that Neptune will support your future needs without leaving you with stranded assets.

PRESENT CONSUMPTION DATA IN THE FIELD FOR PROACTIVE CUSTOMER SERVICE

Simplified access to critical information means your utility can provide even more proactive customer service. Pairing the R900 BCT with a handheld device or a personal Android device running Neptune's NGO™ app, your personnel can maximize their efficiency in the field, with the flexibility to perform impromptu service calls and address customer service issues on-site without a separate truck roll. With the data literally in hand, they can share data logging graph information with homeowners. This on-the-spot, on-site presentment of how much water they used and when, helps head off customer complaints regarding high water bills, reduce delinquencies, and avoid write-offs.

KEY BENEFITS

■ Increases meter reading efficiency
- Increased RF throughput capabilities which reduce reading time in high-density R900 environments
- Two-way communications to R900 MIU which reduces time required to retrieve data logging information
- Unattended operations mode allows utility personnel to read R900s while performing other non-meter-reading-related job functions

■ No stranded assets
- Compatible with all generations of R900 MIUs
- Probe compatibility with Advantage and Pocket ProReader
- Connects via bluetooth to CE5320B, Trimble Nomad, and Trimble Ranger 3
- Software-defined radio technology enables the R900 BCT to be updated for compatibility with future products

■ Reads ERT devices
- Compatible with Itron electric ERT technology (bubble-up ERTs only)
- Processes SCM and SCM+ message format

■ Analyze data at the source with Android phone or tablet via NGO app
- Test-read R900s in the field or before installation to obtain reading and E-Coder® flag events
- Retrieve 96 days of hourly interval data logging information
- View graph of data logging intervals in the field
- Share data logging graph information with homeowner to address high bill complaints

MODE OVERVIEW

	Normal	Unattended Operations	USB Mass Storage
Bluetooth Pairing to Handheld	Required	No	No. Used only for firmware updates and transfer of data via USB from SD card to N_SIGHT™ host PC
Trimble Nomad 900B/900LE/ 1050B/1050LE Compatible	Yes	No	
Android App Compatible	Yes*	No	
R900 Compatible	Yes	Yes	
Advantage / Pocket ProReader Compatible	Yes	No	
Data Logging Compatible	Yes	No	
SD Card Data Storage	Yes	Yes	

Advantage/Pocket ProReader and data logging not supported in Android NGO™ app.

Bluetooth, RF Status, Mode, and Battery LEDs

Battery Door

Power, Mode, and Enter Button

SD Card and USB Port Door

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R900® Belt Clip Transceiver Warranty Statement

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Warranty - Hardware

The warranty on the R900® Belt Clip Transceiver is twelve (12) months from shipment date. Warranty services provided during the warranty period are:

- For a unit defective in materials or workmanship, free repair of unit, including parts and labor (unless damaged by abuse or negligence)
- Return shipment of repaired product via prepaid ground service
- Repair turnaround time of five (5) working days, excluding transit time
- Toll-free assistance provided by Customer Support 1-800-647-4832
- These services are the purchaser's exclusive remedy for warranty issues

Extended Maintenance Contract Services

Extended maintenance contracts are available from your Authorized Neptune Sales Representative. Maintenance contract services provided during extended period are:

- Free repair of unit, including parts and labor
- Return shipment of repaired product via prepaid ground service
- Repair turnaround time of five (5) working days, excluding transit time
- Toll-free assistance provided by Customer Support 1-800-647-4832

NOT included in the Extended Maintenance Contract Services:

- Rechargeable batteries
- Cables and chargers
- Equipment damaged by abuse or negligence, or environmental damage such as a result of fires and storms
- Firmware modifications
- Priority Overnight return shipment of repaired units

Repair Notes:

- A Return Material Authorization (RMA) number MUST accompany all incoming repairs. This number may be obtained by calling Customer Support at 1-800-647-4832.
- Customer pays all incoming shipment charges.
- Repair turnaround (non-warranty/non-maintenance) is approximately fifteen (15) business days*, excluding transit (*not including days required to obtain a purchase order for the repairs).
- Batteries, cables, and chargers for products covered under warranty or maintenance contract may be replaced at no charge at Neptune's discretion.
- All outgoing repairs are shipped ground service.
- Requested Priority Overnight return shipment is paid by the purchaser.
- Repair warranty is ninety (90) days from shipment date.

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E-Coder®)R900*i*™ Warranty Statement

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I. Warranty Effective Date

This warranty will be effective for any E-Coder®)R900*i*™ that has shipped since product introduction.

II. E-Coder)R900*i*

Neptune Technology Group Inc. warrants that the E-Coder)R900*i* (which includes a Neptune-supplied battery that is not intended to be removable or replaceable) shall be free from defects in manufacture and design for a period of twenty (20) years from the "date of shipment" (such period being the "Warranty Period"). Neptune shall not be responsible for any defects in the E-Coder)R900*i* (whether due to design, materials, manufacture, or otherwise) which manifest themselves after the expiration of the Warranty Period. Neptune will repair or replace a non-performing E-Coder)R900*i* free of charge for the first ten (10) years and at a discount off of the then-current contract price or the then-current list price, whichever is less, during the remaining ten (10) years according to the discount schedule at the right.

III. Warranties are inapplicable under certain conditions.

This warranty does not include field replacement labor or materials costs, which are the responsibility of the utility. This warranty does not apply if product is placed in non-recommended installations; may have been repaired with parts not recommended by Neptune; was converted, altered, or connected by other than Neptune recommended procedures; is used with other than genuine Neptune meter registers and components or read by equipment not approved or licensed by Neptune; or damaged due to improper care or maintenance, or improper periodic testing (please refer to E-Coder)R900*i* Installation and Maintenance Guide). This warranty does not apply to any E-Coder)R900*i* that has been damaged by, or subjected to, conditions which, in the opinion of Neptune, have affected the E-Coder)R900*i* register's ability of performance, including but not limited to: misuse; improper handling; application or installation; excessive operating conditions; tampering or unauthorized repairs and modifications; accidental or intentional damage; or acts of God. In no event shall Neptune be liable for special, incidental, indirect, or consequential damages, including, without limitation, lost revenue.

THE ABOVE WARRANTY FOR THE E-Coder)R900*i* IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY NEPTUNE WITH RESPECT TO THE E-CODER)R900*i*. ALL OTHER WARRANTIES, CONDITIONS, TERMS, REPRESENTATIONS, OR OTHER LEGALLY OPERATIVE PROVISIONS CONCERNING THE E-CODER)R900*i* ARE HEREBY EXPRESSLY EXCLUDED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY, CONDITION, TERM, AND REPRESENTATION OR OTHER LEGALLY OPERATIVE PROVISION AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS PARAGRAPH IS EXPRESSLY INTENDED TO EXCLUDE FROM THIS CONTRACT ALL STATUTORY AND COMMON LAW WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW. TO AVOID ANY AMBIGUITY OR MISUNDERSTANDING, ALL PROBLEMS ARISING WITH AN E-Coder)R900*i* AFTER THIS POINT ARE BUYER'S RESPONSIBILITY. NEPTUNE'S LIABILITY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE E-CODER)R900*i*. NEPTUNE SHALL NOT BE SUBJECT TO AND DISCLAIMS THE FOLLOWING: (1) ANY OTHER OBLIGATIONS OR LIABILITIES ARISING OUT OF BREACHOF CONTRACT OR OF WARRANTY, (2) ANY OBLIGATIONS WHATSOEVER ARISING FROM TORT CLAIMS (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ARISING UNDER OTHER THEORIES OF LAW WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED BY NEPTUNE, OR ANY UNDERTAKINGS, ACTS, OR OMISSIONS RELATING THERETO, AND (3) ALL CONSEQUENTIAL, INCIDENTAL, SPECIAL.

Year of Failure	E-Coder®)R900*i*™ Replacement Price Discount*
1-10	Full replacement: 100%
11	50%
12	50%
13	40%
14	40%
15	30%
16	30%
17	20%
18	20%
19	10%
20	10%

*Replacement price discount percentages will be applied towards then-current contract prices or then-current list prices, whichever is less, in effect for the year product is accepted by Neptune under warranty conditions. Replacement E-Coder)R900i registers are warranted for one (1) year after date of shipment or balance of original E-Coder)R900i warranty, whichever is greater.
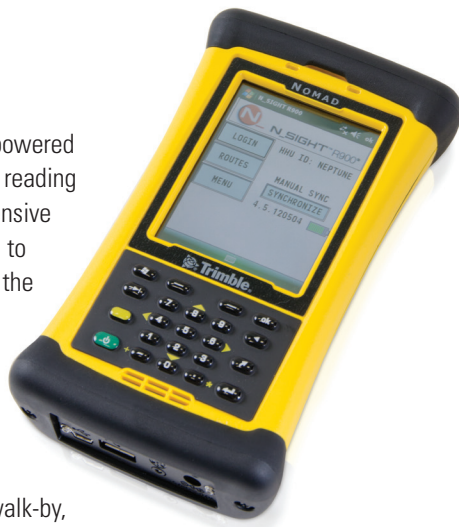
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T E C H N O L O G Y   G R O U P

TRIMBLE NOMAD
HANDHELD DATA COLLECTOR

The Trimble Nomad (Nomad), powered by Neptune's N_SIGHT™ meter reading software, provides a comprehensive feature set that allows utilities to reliably manage and automate the meter reading process.

With Neptune's ARB® Utility Management Systems™, utilities can read their meters using a variety of data collection technologies: walk-by, mobile, or fixed network. The Nomad is just one component of Neptune's meter reading approach, allowing the meter reader to collect readings manually (keyed entry), probed, or via radio frequency (RF) with the R900® Belt Clip Transceiver (BCT). Regardless of the method, the Nomad offers the capability to reliably collect and store meter readings throughout the entire work day.

The Nomad is loaded with meter reading routes through an Ethernet communication/charging cradle using Neptune's meter reading software or via USB with Windows Mobile Device Center. Communication/charging cradles are connected directly to a PC, a server supporting multiple computers, or the utility's LAN. Any meter reading data on the handheld is backed up to the Nomad's SD card until the unload process is completed. To unload meter reading data, the Nomad is inserted into the cradle at the office. Data is downloaded to the meter reading software and prepared for transfer to the billing system. The Nomad remains in the cradle to recharge so it is ready for work the next day.

For RF capabilities, the Nomad is paired via Bluetooth with the R900 BCT. The R900 BCT is Neptune's latest walk-by meter reading transceiver and contains the latest in software defined radio (SDR) technology. Historically, receivers were integrated into the handheld; but with a separate belt clip device, the capabilities of the receiver are increased. In fact, the R900 BCT has a 50-channel receiver capable of processing eight readings simultaneously and 70 readings per second. The R900 BCT is fully compatible with Neptune's R900 MIUs as well as the Advantage series, Pocket ProReader probe devices, and all Nomad series. For more information please refer to the R900 BCT product sheet.

KEY FEATURES

- AMR capable – fully compatible with the R900 Belt Clip Transceiver
- 8GB SDHC memory card backup of meter reading data
- Integrated GPS, 1D/2D barcode scanner, and 5MP camera*
- High-resolution, sunlight-readable VGA display with LED backlighting
- Designed for extreme durability – complies with IP68 and MIL-STD-810G
- Rechargable lithium ion battery – with up to 15 hours' battery life on a single charge

KEY BENEFITS

- Reduces meter reading time and increases productivity when paired with R900 Belt Clip Transceiver
- Supports multiple data collection methods – manual keyed entry, probed, and walk-by RF
- Supports full work day with a high-capacity battery
- Fully capable of operations in harsh environmental conditions
- Hardware support for multiple utility functions such as meter reading and work orders*

*Requires 1050LE model.

Trimble Nomad with charging cradle.

Operating System	Windows Mobile 6.5 Professional
Software Application	N_SIGHT (version 5.0 or later)
Processor	1 GHz Texas Instruments DM3730
Memory	512 MB DDR SDRAM
Data Storage	8 GB non-volatile flash
Display	Sunlight-readable 480 x 640 pixel (VGA) 16-bit color TFT with LED backlighting
Keyboard	Physical numeric and on-screen alpha-numeric (Qwerty) keypad accessible via touchscreen
Power Supply	Rechargeable lithium-ion battery pack – 5200 mAh capacity; Intelligent fast charge system (4-6 hours); Power management system; Integrated charge status and low battery indicator; Typical up to 15 hour work day
Communication	WiFi (802.11 b/g); Bluetooth 2.0 + EDR
Audio	Integrated speaker and microphone
AMR RF Receiver	Compatible via Bluetooth with R900 Belt Clip Transceiver
Dimensions	Height: 1.96" (5 cm); Width: 3.92" (10 cm); Length: 6.92" (17.6 cm)
Weight	1.3 lbs. (596g) including rechargeable battery
Temperature Range	Operating: -22°F to +140°F (-30°C to +60°C); Storage: -40°F to +158°F (-40°C to +70°C); Humidity: 90% RH temp cycle -22°/+144°F (-30°C/+60°C)
Environmental	Meets or Exceeds: <u>Water:</u> Survives IP-X8, immersion at 2 m (6.6 ft) for 1 hour IEC-60529, Survives IP-X6, water jet 12.5 mm dia @ 2.5-3 m (8-10 ft); <u>Sand & Dust:</u> Protected against dust, IEC-60529 IP-6X chamber under-pressure; <u>Drop:</u> Survives multiple drops of 1.2 m (4 ft), MIL-STD- 810G, Method 516.6, Procedure IV, Transit Drop; <u>Vibration:</u> General minimum integrity and loose cargo tests, MIL-STD-810G, Method 514.6, Procedure I & II, Category 5; <u>Operating Temperature:</u> -30°C to +60°C (-22°F to +140°F), MIL-STD-810G, Method 502.5, Procedure I, II, III (Low Temp Operating -30°C); Method 501.5, Procedure I & II (High Temp Operating +60°C); <u>Storage Temperature: -40°C to +70°C (-40°F to +158°F), MIL-STD-810G, Method 502.5, Procedure I, II, III (Low Temp Storage -40°C); Method 501.5, Procedure I & II (High Temp Storage +70°C);</u> <u>Temperature Shock:</u> Cycles between -30°C and +60°C (-22°F and +144°F), MIL-STD-810G, Method 503.5, Procedure I-C; <u>Humidity:</u> 90% relative humidity with temperatures between -30°C and 60°C (-22°F and +144°F), MIL-STD-810G, Method 507.5, ProcedureII; <u>Altitude:</u> 4,572 m (15,000 ft) at +23°C (+73°F) to 12.192 m (40.000 ft) at 130°C (+122°F), MIL-STD-810G, Method 500.5, Procedure I, II, & III
Approvals	FCC, CE, R&TTE, IC (Canada), A-tick, C-tick, GCF compliant, RoHS, compliant, Section 508 compliant, PTCRB, SAR, AT&T network certfied, Verizon, Wi-Fi Alliance certified, MIL-STD-810G, IP68
Accessories	Ethernet communications and charging cradle, spare battery charger, hand strap, AC power adapter, 12V vehicle charger, anti-glare screen protector, replacement lithium-ion battery, stylus
Warranty	Two-year comprehensive warranty Hardware and software maintenance contracts available

The Nomad is available in two models – the 1050B (B) and the 1050LE (LE). The B version is perfect for utilities that only want to utilize the handheld for meter reading purposes and pair it via Bluetooth with the R900 BCT. The LE version is for those utilities who want additional hardware functionalities such as a third-party work order system or field geocoding. To support these functionalities, the LE provides a camera, a GPS, and both 1D and 2D barcode scanning capabilities. Both versions come with a Texas Instruments 1 GHz processor to maximize field performance.

One of the most important requirements of a meter reading handheld is that the battery should last a full work day. The Nomad can do that and then some with its high-capacity, rechargeble 5200 mAh lithium-ion battery capable of performing for up to 15 hours even in cold weather conditions. During such a length of time in an outdoor environment, it's no surprise that the Nomad must be able to withstand harsh conditions. The Nomad meets rigorous MIL-STD-810G military standards for impact, vibration, humidity, altitude, and extreme temperatures. It also comes with an IP68 rating which means that the handheld is completely sealed against dust and can survive immersion in up to a meter of water for four hours.

To add even more value to the Nomad's high-value package, Neptune is offering the new Nomad with a two (2) year comprehensive warranty.

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Trimble Nomad and Trimble Ranger Warranty Statement

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Warranty - Hardware

The warranty on the Trimble Nomad 900B/900LE and Trimble Ranger 3XE is twenty-four (24) months from shipment date. Warranty services provided during the warranty period are:

• For a unit defective in materials or workmanship, free repair of unit, including parts and labor (unless damaged by abuse or negligence)
• Return shipment of repaired product via prepaid ground service
• Repair turnaround time of five (5) working days, excluding transit time
• Toll-free assistance provided by Customer Support 1-800-647-4832
• These services are the purchaser's exclusive remedy for warranty issues

Trimble Nomad Extended Maintenance Contract Services

Extended maintenance contracts are available from your Authorized Neptune Sales Representative. Maintenance contract services provided during extended period are:

• Free repair of unit, including parts and labor
• Return shipment of repaired product via prepaid ground service
• Repair turnaround time of five (5) working days, excluding transit time
• Toll-free assistance provided by Customer Service 1-800-647-4832

NOT included in the Extended Maintenance Contract Services:

• Rechargeable batteries
• Cables and chargers
• Equipment damaged by abuse or negligence, or environmental damage such as a result of fires and storms
• Firmware modifications
• Priority Overnight return shipment of repaired units
• Antennas

Repair Notes:

• A Return Material Authorization (RMA) number MUST accompany all incoming repairs. This number may be obtained by calling Customer Support at 1-800-647-4832.
• Customer pays all incoming shipment charges.
• Repair turnaround (non-warranty/non-maintenance) is approximately fifteen (15) business days*, excluding transit (*not including days required to obtain a purchase order for the repairs). All repairs conducted without a maintenance contract are charged as time-and-materials repairs.
• Batteries, cables, and chargers for products covered under warranty or maintenance contract may be replaced at no charge at Neptune's discretion.
• All outgoing repairs are shipped ground service.
• Requested Priority Overnight return shipment is paid by the purchaser.
• Repair warranty is ninety (90) days from shipment date.

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