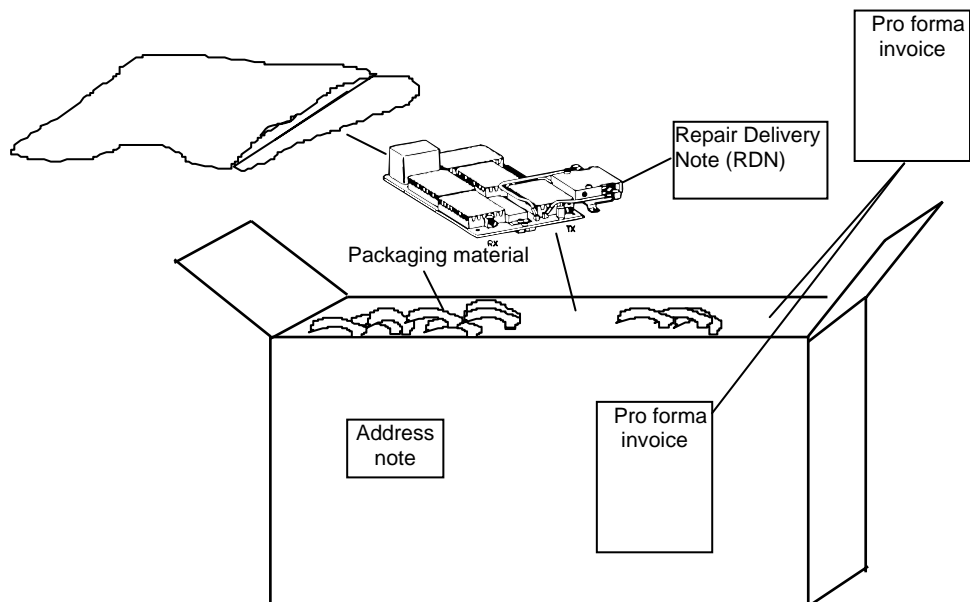


## REPAIR ROUTINES FOR MOBITEX PRODUCTS



### 1 General

The following document describes routines for sending faulty Mobitex units to the Mobitex repair centres in Sweden.

For customers with contract terms of delivery, terms of payment, price lists and other conditions are according to contract.

For customers with no contract the terms of delivery to Sweden is DDU (*repair centre*) and from Sweden FCA (*repair centre*) (Incoterms 2000). For information on conditions for customers without a contract, please contact your Mobitex sales representative.



## REPAIR ROUTINE

Document Number  
14/000 21-1/LXE 108 543

Prepared (also subject responsible if other)  
Marita Arnesson

Open

Rev           Date  
G           2007-07-30

Approved

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## 2 Shipping units to Sweden

Please note that different Mobitex products are shipped to different addresses. All costs involved when using the wrong address will be on the customer's account.

### 2.1 Consignee for all deliveries

As consignee for all deliveries and for correspondence, please use:

Mobitex Technology AB  
Mobitex Logistics  
Theres Svenssons gata 15  
SE-417 80 Göteborg  
Sweden

Phone:       +46 31 350 20 49  
Fax:         +46 31 350 20 10  
E-mail:      Marita.Arnesson@mobitex.com

### 2.2 Delivery address for Mobitex infrastructure products

Terms of delivery are according to contract. If there is no contract the terms of delivery to Sweden is DDU Karlskrona (Incoterms 2000).

Mobitex Infrastructure products are to be shipped to the following address:

Mobitex Technology AB  
c/o Flextronics AB  
Rombvägen 4  
SE-371 23 Karlskrona  
Sweden

### 2.3 Delivery address for Mobitex modems M3080 and M3090

Terms of delivery are according to contract. If there is no contract the terms of delivery to Sweden is DDU Göteborg (Incoterms 2000).

Mobitex modem M3080 and 3090 are to be shipped to the following address:

Mobitex Technology AB  
Mobitex Logistics  
Theres Svenssons gata 15  
SE-417 80 Göteborg  
Sweden

### 2.4 Delivery address for all other Mobitex modems

Terms of delivery are according to contract. If there is no contract the terms of delivery to Sweden is DDU Kumla (Incoterms 2000).



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All other Mobitex modems are to be shipped to the following address:

Mobitex Technology AB  
c/o TC Connect AB  
Västra Drottninggatan 33  
SE-692 33 Kumla  
Sweden

### **3 Documents**

The following documents are to be included in each shipment:

- Repair delivery note (RDN)
- Pro forma invoice
- Proof of warranty (if applicable)

#### **3.1 Repair Delivery Note (RDN)**

To be able to repair the units in the best way, the repair centre needs as much information about the fault as possible. Complete the RDN with a detailed fault description, also indicate any warranty claim.

#### **3.2 Pro forma invoice**

The pro forma invoice must contain the following information:

- All requirements stated by the shipping agent must be fulfilled
- Product number and revision for each unit
- Serial number for each unit
- Value for each unit (for customs purpose)
- Originator of the repair
- Customer identification.

To be able to identify each unit it is very helpful if each unit has a unique identification from the customer. This is especially helpful when a faulty unit is replaced with another unit.

#### **3.3 Proof of warranty**

For warranty claims, include documents to prove the claim, for example: invoice, packing list, shipping document, node acceptance etc.

##### **3.3.1 Excluded from warranty**

- Defects or damage from misuse, use in other than normal and customary manner
- Stroke of lightning
- Physical damage.
- Contamination
- Batteries, fuses, lamps or other consumables
- Missing parts



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### **3.4 Packing**

To avoid damages during the transportation, pack the unit properly using ESD protective bags and enough packing material. Prepare the units before transportation by careful cleaning.

Please observe that all costs for remedy of damages caused by improper packing or preparation will be on the customer's account.

### **4 Repair**

Repair or replacement of the faulty units is started immediately after the repair centre receives the unit. After functional tests, using the same criteria as for new units, the unit is returned to the customer.

The repair service includes several parts; troubleshooting, normal repair, testing, verification and packing. If no fault is found the price according to the price list will be charged.

Repairs due to physical damage, contamination, missing parts, stroke of lightning or any other repair that is not considered as a normal repair is not included in the repair service.

### **5 Return of repaired units**

When a unit has been repaired, it is shipped back to the customer. An invoice or pro forma invoice, a packing note and a repair report are attached to the shipment.

The customer is informed about the shipment by fax including: a packing list, an invoice or pro forma invoice. The fax also informs the customer about the airway bill number and the estimated time of arrival (ETA).