

## Update Bulletin

### **Datalogic Magellan 8200 Field Issues — Assistance Program for StoreNext Dealers**

August 23, 2008

The attached letter regarding the recent Magellan 8200's field issues and response has been provided by Datalogic to help StoreNext dealers manage their installed base and any required repairs.

We have been told by dealers working with this StoreNext Assistance Program that Datalogic has been very responsive, and we encourage all StoreNext dealers to read Datalogic's memo and use the program that is being offered.

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## Memo to StoreNext Dealers from Datalogic

As part of Datalogic's commitment to product quality in design, delivery and cost of ownership, we constantly monitor field populations to ensure that our customer and business partners continue to enjoy best-in-class performance. With a total annualized failure rate of less than 1%, the Magellan 8200/8100 products continue to deliver solid, economical operation to customers throughout the world.

In addition to providing customers with top value products, Datalogic is also committed to keeping our products on the cutting edge of environmental friendliness. To this end Datalogic voluntarily changed some of the materials used on the 8200 and 8100 products to meet the demanding standards of the RoHS (Reduction of Hazardous Substances) initiative. These changes were made without impact to customer price or performance.

Analysis of units submitted for repair has shown that in certain instances failures can be associated with the process of moving to RoHS compliance. These are isolated instances that may occur only in select subsets of the population. Datalogic has thoroughly researched the causes of these failures and has implemented changes in process which should eliminate any chance of these in the future. The above failures have been limited to presenting as error codes 4, 5, 6, 7 or 8, or may show no error code at all. Having a product fail with one of these symptoms does not ensure that the particular fault was related to the RoHS transition, since normal product failures may exhibit the same codes.

As part of Datalogic's commitment to our StoreNext dealers, repairs performed on those products which exhibit these types of failures will be performed at no charge. Since these failures are not detectable until the repair process is undertaken, StoreNext dealers will be informed of the no-charge repair status on a case by case basis. Further, Datalogic will assist StoreNext dealers in defraying travel and shipping costs associated with servicing such confirmed failures.

In addition, Datalogic is providing special pricing on whole unit spares to StoreNext dealers to assist in covering customer needs while products are in the depot repair process. Datalogic will match the features and requirements of the supported 8200/8100 population with new Magellan 8400 or 8300 series scanners in order to provide "Drop and Swap" spare unit compatibility.

Finally, for those StoreNext dealers that are qualified as Authorized Repair Centers for the Magellan 8200/8100 products, Datalogic Scanning can arrange a free board exchange service for units displaying the above symptoms and will also provide assistance in defraying travel and shipping costs associated with servicing these units.

To obtain a product RMA or to learn more about this StoreNext Assistance Program, contact Datalogic Scanning Technical Support at 1-800-695-5700 and ask for extension 8382.

