

## Update Bulletin

### LaneHawk New LH4000 iLCU

August 12, 2013

Datalogic has released the new fourth-generation integrated lighting and camera unit (iLCU) for the LaneHawk system, the LH4000.

The LaneHawk LH4000 has been installed live in multiple sites, and volume shipment is planned for August 2013. The inventory of the previous Gen3.5 version has been depleted and is no longer available for new sites (Datalogic maintains a separate spares/support inventory).

### LH4000 Product Changes

The LH4000 provides several advances over previous versions, including:

- Improved lighting panel with the light focused on the bottom-of-basket (“BOB”) area and a reduction of light visible to the shopper
- New imager with higher resolving power
- Better imager depth-of-field for closer-farther sharpness and improved clarity and recognition
- Smaller size, using a slightly smaller cutout
- Easier software/firmware updating
- Improved installation method, reducing Channel Partner setup time in all checkstand types
- Improved physical shielding and sealing of the iLCU and connectors, better protecting against spillage and debris.
- The mean time between failures (MTBF) has been increased dramatically, now more than fifteen (15) years, assuming a 100% duty cycle at 104°F ambient temperature, or more than 22 years at 68°F.
- The higher MTBF and lower extended warranty costs have reduced the recommended hardware maintenance charges from \$148 per year to \$80 per year.
- This in turn has only increased the ROI for LaneHawk. On a typical 8-lane store with standard pricing, discounts and typical (not inflated) results, the numbers are compelling:
  - Payback: 7.8 months
  - Daily per-lane savings to achieve a 12-month payback: \$5.35
  - Annual ROI: 484%
  - Net Present Value: \$87,723 – *in other words, buying LaneHawk today is the same as writing yourself a check for \$87,723.*

## Compatibility

- One version of the LH4000 replaces both the US and Canada etc. international iLCU versions: all previous iLCU models are replaced by the single new LH4000 unit.
- The LH4000 is backwards-compatible with the current/previous LaneHawk Back Office Software (BOS) and Modelsets, as well as the current POS integration and interface. No changes are required in the POS or other software to operate the LH4000.
- The LH4000 and previous iLCU versions can operate simultaneously in the same store.
- The LH4000 uses a new power supply and cable, supplied with every unit. The new power supply and cable are backwards compatible with all previous iLCUs sold by Retailix.
- The checkstand cutout of the LH4000 is slightly smaller, and requires a different template than previous Gen3 and Gen3.5 models for an ideal fit. New cutout templates for both wood and metal checkstands will be released by Datalogic.<sup>1</sup>
- Datalogic plans to release a filler/insert that enables an LH4000 to fit into the slightly larger checkstand opening cut for the previous Gen3 or Gen3.5 iLCU.<sup>1</sup>
- A revised cover plate is planned for the checkstand cutout opening of a LaneHawk LH4000 iLCU. This item would be used to cover the cutout hole in a checkstand in place of an absent iLCU. The new cover will be slightly smaller than the cover plate used for the Gen3 and Gen3.5 openings.<sup>1</sup>
- New PINs for the LaneHawk iLCU, dealer demo/lab, customer lab/training and dealer spares have been created and are published in the LaneHawk [Product Information Package \(bulletin 1232\)](#).<sup>1</sup>

## Maintenance and Warranty

### SOFTWARE MAINTENANCE

There are no changes to LaneHawk software maintenance.

### HARDWARE MAINTENANCE — NEW ILCU WARRANTY OPTION

The Retailix LaneHawk program is mostly unaffected by the introduction of the LH4000. The only significant change is hardware maintenance of the LH4000 iLCU is now optional (instead of mandatory as required by previous iLCU versions). If the LH4000 is not under warranty, shipping and repair charges will apply for each repair required.

### Early and Out-of-Box Failure:

- Early failures (within the first 30 days of actual ship date) will continue to be handled urgently. A replacement iLCU will be shipped via air if the call arrives before noon, otherwise it will more likely ship next day. (In the unlikely event of no replacement being available, Datalogic will pay for overnight return and expedited 1-2 day repair turnaround.)

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<sup>1</sup> At this writing, some part numbers are still TBD from Datalogic, although the last few are expected soon. These TBD items will be added to the Pricing and Configuration pages as these part numbers become available, so please check the latest issue of Bulletin 1232 for the status and ordering information for these items.



### **Standard Factory Warranty:**

- The LH4000 is provided with a 90-day initial hardware depot warranty, providing 10-day turnaround.

### **Extended Maintenance/Warranty:**

- An extended depot warranty can be purchased for the LH4000. Warranties that extend the standard factory warranty to one-year or three-years can be ordered at time of the LH4000's purchase, and one-year renewals are available to continue the warranty ongoing (so long as warranty service will be available for the duration of that warranty).
- Extended warranties for the LH4000 are purchased via standard P.O.s to Retalix Order Entry. Hardware maintenance is not charged for the LH4000 via the Software Maintenance and Support (SMS) mechanism (as was done for the Gen3 and Gen3.5 model iLCUs)
- The extended warranty upgrades the initial 90-day warranty to 5-day turnaround and "wraps" the initial 90-day warranty so that the extended warranty expires on the anniversary of the LH4000's original ship date.
- Extended warranty renewals are available one year at a time, and can be purchased in the final 90 days of an existing extended one-year, three-year, or previous renewal warranty. The renewal will be dated to match end-to-end with the earlier extended warranty so there will be no gap in the service.
- A warranty renewal is not available after the previous warranty has expired: warranty coverage must be continuous (no gaps) for a warranty renewal to be available. Datalogic will attempt to contact the Channel Partner with a reminder notice to purchase renewals at the start of the 90-day renewal purchase window - Channel Partners are advised to be proactive, however, and track dates of required renewals internally.
- All warranty eligibility is tracked by the LH4000 serial number. When ordering a warranty renewal from Retalix, the applicable serial numbers MUST be provided on the purchase order to Retalix.
- The Channel Partner pays for the RMA shipping to Datalogic, and Datalogic pays for return ground shipping.
- Datalogic attempts to repair the returned device, but if unable to do so in a timely manner Datalogic will replace it with refurbished equipment. Datalogic will replace an iLCU with new hardware only if Datalogic is unable to repair the original device or if a refurbished unit is unavailable.
- See the Datalogic "Ease of Care" description on the [LaneHawk All-In-One Page](#) of the Retalix Channel Partner Website for all details, terms and conditions.

### **WARRANTY FOR PREVIOUS LANEHAWK CAMERAS**

- There are no changes in the warranty or maintenance requirements for the previous Gen3 and Gen3.5 iLCUs.
- The extended warranty option above applies only to the LH4000.

### **CHANNEL PARTNER SPARES**

- Spare iLCU hardware and software purchased via the appropriate spare parts PINs will exempt the spare iLCU products from hardware and software maintenance.



## CHANNEL PARTNER DEMOS AND LABS

- Ordering via the special PINs provided for Channel Partner Demo/Labs use will eliminate maintenance charges from those LaneHawk hardware and software items.

## CUSTOMER HEADQUARTERS AND TRAINING LABS

- Special reduced-price offers are also published for end user headquarters and training labs.
- Unlike for Channel Partner demo/labs, end-user labs are subject to the standard hardware maintenance policy and warranty options. Software maintenance, however, is not charged for BOS and iLCU software (any generation) in customer labs.

## LaneHawk Product Information Package

The [Product Information Package \(bulletin 1232\)](#) has been updated with this current information. The pricing and configuration information is also detailed in this bulletin.

