

## Update Bulletin

### Equinox L5000 Warranty and Repairs

November 30, 2012

Warranty management for the Equinox L5000 series payment terminals – including the L5300 and upcoming L5200 – is handled differently than for the previous models.

The warranty on the L5000 is three years (including the touch screen), and all warranty and other repairs for L5000 series terminals are performed by Equinox. The terminals are shipped directly to Equinox after getting a RMA from Equinox.

Warranty turnaround time (not including shipping) is 15 days for up to 20 units, and the PIN pad ships back to the dealer with the same encryption keys injected.

The full Equinox policy and procedure is attached, with addresses, contact information and so forth. You can also find this policy on the Equinox Page of the Retalix Dealer Support Web site.

To Your Success,



---

*Anthony van Seester*



## POS – RMA Terminal Services Repair Policy / Procedures / Warranty

---

### Equipment Repair – Standard Turn-around

NOTE: The turn-around-time begins once the product is checked into Equinox Payments' receiving.

Non Contract customers

- 1 to 20 units is 15 business days or less
- 21 to 100 units is 20 business days or less; or as agreed on Statement of Work

Contract SLA Customer:

- Per Premier plan

### Billing Policy

- All Non-Warranty Products will be repaired and invoiced up to a Level 1.
- Your repair invoice will be mailed to you within approximately 10 business days.
- If the repair exceeds Level 1 and requires a Level 2 repair or higher, a call will be made to the individual responsible to Authorize / Decline the repair.

### RMA Procedures

To request an RMA number or questions in relation to repairs, please call 1-800-584-1876 or email Equinox Payments customer support services at [RMARequests@equinoxpayments.com](mailto:RMARequests@equinoxpayments.com)

The following information is needed to complete the RMA request: **(see RMA Request Form)**

- Model type of your terminal
  - Serial Number
  - Part Number
  - Reported Problem
  - Name of your business
  - Return address – **Physical Address ONLY!!!**
  - Phone Number
  - Contact Person – **The contact person must be able to authorize and decline repairs.**
  - Billing Address
  - **Please write legibly your assigned RMA# on the outside of the box. If your shipment has multiple boxes, please indicate as demonstrated in the address example below. If the RMA number is not written on the outside of the box, we will not be able to process the RMA within the standard turn-around time.**
- Note:** Please do not place any other product inside the box other than the product authorized for repair.

**Please ship to the address below:  
Equinox Payments / Care of DHL Global Forwarding  
Attn: RMA # (BOX 1 of X)  
975 North Industrial Park Ave., Suite A  
Nogales, AZ 85621**



## POS – RMA Terminal Services Repair Policy / Procedures / Warranty

---

### **NON-WARRANTY REPAIRS** – all product types.

Non-warranty repairs are determined by the following:

- Standard product warranty periods are shown below and begin with the **original ship date** from Hypercom or Equinox Payments:
  - **Domestic:**
    - T7Plus – 1 year (if ordered after 7/1/09)
    - S9 PCI, P1300 family – 1 year
    - ICE 5500Plus, 5700Plus – 5 years (includes display)
    - ICE 5500M, ICE 6000Plus – 3 years (includes display); touch screen – 1 year
    - ICE5500Plus, ICE5700Plus – Touch pad (touch screen) and printer – 1 year
    - L4100 product family – 3 years (includes touch screen)
    - L4200 product family – 3 years (includes touch screen)
    - T4100, T4200 product family – 1 year
    - HFT, S1200, S1300 product family – 3 years
    - T2100, M2100, M4100, M4200 product family – 1 year
    - L5300 product family – 3 years (includes touch screen)
  - **International:**
    - All products – 1 year
- Board components, assemblies, displays or printers that are replaced due to tampering, abuse, physical damage, spillage or power surge – even if they fall within the valid warranty period.
- A valid Hypercom or Equinox Payments serial number must be present on the unit. Any non-valid Hypercom/Equinox Payments serial numbers received will be considered as a **Non-warranty** repair.
- Warranty stickers broken or missing will be considered as a **Non-warranty** repair.
- Invoices for **Non-warranty** repairs are normally issued within 10 business days of the date the RMA has been returned. You will receive a report by serial number, attached to your invoice with any repair information and repair charges applicable to that specific serial number.
- Customers are responsible for return shipping on all **Non-warranty** repairs, refurbishment and upgrades. Invoices for **Non-warranty** repairs will include any applicable repair charges, return freight charges, and any applicable sales tax charges based on the city, state and/or county where the RMA was shipped.
- The customer will be contacted for authorization prior to the repair of any unit/units if the repair is determined to **exceed a Level 1 repair (does not include return shipping charges and/or any applicable sales tax)**. The customer has 72-hours to Authorize or Decline the repair. If the repair is declined, or the 72-hour period has expired, a diagnostics charge will be applied to that unit.
- The customer **will not** be contacted for authorization prior to the repair for any **Non-warranty** repair that is completed up through a Level 1.
- Any repair performed by Equinox Payments is warranted for 90 days for the same repair performed.



## POS – RMA Terminal Services Repair Policy / Procedures / Warranty

---

### **WARRANTY REPAIRS** – all product types.

Warranty repairs are determined by the following:

- Any board component, assembly, printer, display that fails within the valid warranty period will be repaired or replaced at no charge.
- Equinox Payments pays for all return shipping to the customer.
- Warranty stickers must be intact.
- A valid Hypercom or Equinox Payments serial number must be present on the unit.
- Any repair performed by Equinox Payments is warranted for 90 days for the same repair performed.