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# RMA Warranty and Service

**NEXCOM** has established the following guidelines in order to give customers' the best support and ensure that product repair times are kept to an absolute minimum. All returns from customers must be accompanied with a Return Material Authorization Number (RMA No).

Customers may obtain an RMA number from the NEXCOM e-RMA portal (<http://rma.nexcom.com.tw/rma/>), and return goods to NEXCOM's regional RMA service center for repair.

The RMA number will be void if the goods are not returned within 90 days from the RMA number application.

## 1. Warranty

### 1.1 Product Warranty Period

NEXCOM builds Products in accordance with the industry standards. For parts built by NEXCOM; including, but not limited to, the main board, power supply, chassis, fan kit and heat-sink; the warranty period will be 2 years. Barebone systems assembled by NEXCOM will also have a standard 2 years warranty period.

Optional commodity parts including, but not limited to, CPU, RAM module, HDD, SSD, and add-on cards are not covered by NEXCOM's warranty unless specifically stated, instead the external vendor's warranty will apply.

**\*\*The warranty policy for ODM products shall be defined by ODM contract individually.**



**Product Warranty Information**

Product Series	Type	Product	Model	Limited Warranty years	Warranty remark	Warranty ineffectiveness
Industrial Computing	BOARD	Single board Computer	PEAK/NEX/NBP	2	3rd party not manufacture by NEXCOM ex. CPU/RAM/HDD/CF/Panel/Touch by original supplier's standard	Please refer to 1.2 Exclusion Warranty
		Computer - On - Module	ICES	2		
		Embedded board Computer	EBC	2		
		Other card	EBK/ Power module	2		
	SYSTEM	Fan - less System Computer	NISE	2		
		NEXPOS	NPT	2		
		Panel PC	xPPC series	2		
		PBOX Rackmount System	PBOX	2		
	Automation	Factory Automation	NIFE	2		
		Machine Automation	NET/NEIO	2		
	Wireless	Industrial Wireless	HWF/IWF	2		
			Others	5		
	SYSTEM	Digital Signage	NDiS	2		
			NDiS/OPS	2		
Edge Computing System		Neu-X	2			
Touch Screen Computer		XPPC	2			
Mobile Computing	SYSTEM	Vehicle Telematics	VTC/VMC	2		
		Mobile Rugged	MRC	2		
			MTK	2		
		Vehicle mount display	VMD	2		
		Train PC	nROK	2		
Network and Communication	SYSTEM	Network Security	NSA	2		
			DNA	2		
	BOARD		NSK/NT/NSB	2		
Intelligent Digital Security	SYSTEM	Digital Surveillance System	NVR	2		
			IP Camera	2		
OEM/ODM				Per OEM/ODM agreement		

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## 1.2 Exclusion of Warranty

- a. The product has been found to be defective after expiration of the warranty period
- b. Physical damage of the product, caused by the user
- c. Improper or inadequate maintenance or modification
- d. Missing or broken parts or components
- e. Missing or broken serial number label
- f. Foreign objects inside the product
- g. Software, media, parts, or supplies not provided or supported by NEXCOM
- h. Operation outside the product's specifications

## 1.3 Extended Warranty Service:

Extended warranty repair services are provided to customers upon request. It is based on the unit price of invoice and purchased in 1, 2, or 3 year increments for a maximum term of four to five warranty in total after the shipment date.

A service contract is required for all extended warranty service and ODM product. The extended warranty service coverage can be purchased along with your product order.

Extended warranty coverage only includes NEXCOM manufactory products of the unit to which the extended warranty has been purchased and for the specified period of time.

**\*\* For 3rd party not manufacture by NEXCOM ex. CPU/RAM/HD/CF/DOM/Panel/Touch/Battery /LENS/sensor/ISP and so on by original supplier's standard warranty.**

**Product Extended Warranty Information**

Product Series	Type	Product	Model	Warranty				
				1 year	2 year	3 year	4 year	5 year
Industrial Computing	BOARD	Single board Computer	PEAK/NEX/NBP	free	free	7%	15%	24%
		Computer-On-Module	ICES	free	free	7%	15%	24%
		Embedded board Computer	EBC	free	free	7%	15%	24%
		Other card	EBK/Power module	free	free	7%	15%	24%
	SYSTEM	Fan-less System Computer	NISE	free	free	7%	15%	24%
		NEXPOS	NPT	free	7%	15%	24%	none
		Panel PC	xPPC series	free	free	15%	24%	none
		PBOX Rackmount System	PBOX	free	free	7%	15%	24%
	Automation	Factory Automation	NIFE	free	free	7%	15%	24%
		Machine Automation	NET/NEIO	free	free	7%	15%	24%
	Wireless	Industrial Wireless	HWF/IWF	free	free	none	none	none
			Others	free	free	free	free	free
	SYSTEM	Digital Signage	NDiS series	free	free	7%	15%	24%
			NDiS OPS	free	free	7%	15%	24%
Edge Computing System		Neu-X	free	free	7%	15%	24%	
Touch Screen Computer		XPPC	free	free	7%	15%	24%	
Mobile Computing	SYSTEM	Vehicle Telematics	VTC/VMC/VMD	free	free	7%	15%	24%
		Mobile Rugged	MRC	free	7%	15%	24%	none
			MTK	free	free	7%	15%	24%
		Vehicle mount display	VMD	free	free	7%	15%	24%
		Train PC	nROK	free	free	7%	15%	24%
Network and Communication	SYSTEM	Network Security	NSA	free	free	7%	15%	24%
			DNA	free	free	7%	15%	24%
	BOARD		NSK/NT/NSB	free	free	7%	15%	24%
Intelligent Digital Security	SYSTEM	Digital Surveillance System	NVD	free	free	7%	none	none
			NViS/IP04/DW/...	free	free	7%	none	none
IP Camera				free	free	5%	none	none

**\*\*3<sup>rd</sup> party manufacturer products (ex: panel, touch screen, CPU...) will not be included normal 2 years warranty.**



**1.4 TAT (Turn-Around-Time) :**

\* Upon the receipt of returned goods, NEXCOM should complete all RMA and send back to the customers within **14 days** (less than 30 pcs/lot), except for customer request to failure analyze.

\*\* The TAT of NCS products shall be **30 days** or defined by NCS BU/customer contract individually.

**2. Service Type :**

Service type	From the shipping date	Freight Charge	Repair Fee Charges	TAT
DOA	30 days	NEXCOM	Free	7 days
In-Warranty	1 month ~ 24 months	.Return by NEXCOM .Send back by customer	Free	14 days
Out-of-Warranty	over 24 months	Customer	Diagnostic charge + Material cost	By case
Refurbish		Customer	Diagnostic charge + Material cost	By case
Rework		By case	By case	By case

**2.1 DOA (Defect-on-Arrival) Process**

If a unit fails to function upon initial arrival, the customer is to contact Sales Administrator who will involve a Quality Support Engineer to determine if the unit is DOA. If the problem cannot be resolved over the phone, then the customer will return the unit for expedited repair using the NEXCOM eRMA process (<http://rma.nexcom.com.tw>).

NEXCOM will make every effort to expedite the repair or replacement of DOA units within 7 days. NEXCOM will pay 2 ways shipping cost.

A product replacement may only be issued if it is possible to obtain a replacement unit during the first 30 days of the purchase, and if the product was purchased directly from NEXCOM. The return must not be damaged, altered or marked, and include all parts and accessories as originally shipped, along with proof of purchase. Returns that do not meet this requirement may be denied or subject to an additional restocking charge as determined by the NEXCOM RMA Department. Damaged items are not accepted.

To apply the faulty unit’s swap service, the customer needs to request a confirmation letter which needs to be signed and returned to NEXCOM. The amount of time required to provide a replacement unit shall be dependent upon product availability.

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## 2.2 In-Warranty RMA Process

During the warranty period, NEXCOM agrees to service and provide all parts and labor necessary to repair or replace the warranted product to its proper operating condition consistent with NEXCOM product specifications. Repair or replacement parts and products will be furnished on an exchange basis and will be either new or reconditioned. Customers will pay the cost of shipping the defective product back to a NEXCOM Service Site, NEXCOM will offer to cover the cost of return shipments. All returns from customers must be authorized with an NEXCOM RMA (Return Material Authorization) number; the customer is responsible for packaging and shipping the product to the designated NEXCOM service site.

The RMA No. is **void after 90 days**, and must be clearly marked on the exterior of the original shipping container or equivalent. NEXCOM will not be responsible for delays in the repair time if the material is not returned with a clearly visible, valid RMA number. In case of expedited shipping request, an extra service charge shall be assessed and the customer is responsible for this extra return shipping charge.

2.2.1 Customers should return fault products to NEXCOM authorized service center after the RMA number(s) obtained from NEXCOM eRMA system.

2.2.2 Customers need to fill in all the information related to the problem on the NEXCOM eRMA system when applying for the RMA service; information will help to understand the problem, including the fault description, on-screen messages, and pictures if possible.

2.2.3 Customers can send back the faulty product with or without the accessories and key parts such as the CPU and DIMM. If the key parts are included, they should be noted clearly on the return form. NEXCOM takes no responsibility for the parts which are not listed on the return form.

2.2.4 Customers hold the responsibility to ensure that the packaging of defective products is durable enough to be resistant against further damage due to the transportation; damage caused by transportation is treated as "Out of Warranty" under our Warranty specification.

2.2.5 RMA product returned by NEXCOM to any location other than the customer registered delivery address will incur an extra shipping charge, the customer is responsible for paying the extra shipping charges, duties, and taxes of this shipment.

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## 2.3 Out-of-Warranty RMA Process

All out of warranty units must have a Purchase Order to cover a labor cost.  
Customers shall receive a quote for repairs before anything is charged to the PO.

The product will be processed as Out of Warranty if:

- The product has been found to be defective after expiration of the warranty period.
- Physical damage of the product, caused by the user
- Improper or inadequate maintenance or modification
- Missing or broken parts or components
- Missing or broken serial number label
- Foreign objects inside the product
- Software, media, parts, or supplies not provided or supported by NEXCOM
- Operation outside the product's specifications

If a product has been repaired by NEXCOM, and within three months or 90 days after the initial repair, the product requires further repair for the same problem, NEXCOM will repair the failure free of charge. However, such free repair does not apply to a product which has been subjected to misuse, abuse and unauthorized repair or a product that required repair for a different problem. While NEXCOM will do everything possible to repair out of warranty units, the repair service may be limited due to technical limitations and/or availability of spare parts

### 2.3.1 Product out-of-warranty charge Cost

As below listed : Product out-of-warranty service charge list



**Product out of warranty service charge**

Product Series	Type	Product	Model	Repair charge (US.\$)	Material cost charge (US.\$)	Freight charge
Industrial Computing	BOARD	Single board Computer	PEAK/NEX/NBP	50	Additional	Customer
		Computer-On-Module	ICES	50		
		Embedded board Computer	EBC	50		
		Other card	EBK/Power module	15		
	SYSTEM	Fan-less System Computer	NISE	80		
		NEXPOS	NPT	100		
		Panel PC	xPPC series	100		
		PBOX Rackmount System	PBOX	100		
	Automation	Factory Automation	NIFE	80		
		Machine Automation	NET/NEIO	80		
	Wireless	Industrial Wireless	IWF/HWF/SWF	by supplier		
	SYSTEM	Digital Signage	NDiS series	80		
			NDiS OPS	80		
		Edge Computing System	Neu-X	80		
Touch Screen Computer		XPPC	100			
Mobile Computing	SYSTEM	Vehicle Telematics	VTC/VMC	80		
		Mobile Rugged	MRC	100		
			MTK	50		
		Vehicle mount display	VMD	50		
	Train PC	nROK	80			
BOARD		ALL	50			
Network and Communication	SYSTEM	Network Security	NSA	100		
	BOARD		DNA	80		
	NDF/ Inspection fee		DNB/NSK/NT/NSB	50		
			ALL	30		
Intelligent Digital Security	NVR	Digital Surveillance System	NVD	150		
			ADVEM	80		
			NViS/IP04/DW	80		
	IP Camera	Dome/Box/Bullet/LPR	NCd/i/o/b/r	30		
		Mobile/ Fisheyes	NCm/NCf	30		
		Multi Image	NCd-X3P	50		
		PTZ	NCp	50		
		Speed Dome	NCs	50		
NDF		ALL	30			



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## 2.4 Refurbish Product Process

The service may vary depending on shipping cost and the cost of replacement materials.

## 2.5 Rework Process

The service may vary depending on customer requirements. Additional costs will be confirmed by the Sales Manager before the rework takes place.

# 3. Product Repairing

- NEXCOM will repair defective products covered under this limited warranty that are returned.
- NEXCOM owns all parts removed from repaired products.
- NEXCOM will use parts made by various manufacturers in performing the repair.
- The repaired products will be warranted subjected to the original warranty coverage and period only.
- NEXCOM will issue RMA Report which included Repair Detailed Information to the customer when the defective products were repaired and returned.
- In addition to the above, NEXCOM may authorize Independent/Third- party suppliers to repair the defective products for NEXCOM.

# 4. Product End of Support

Any product being discontinued will be announced as EOL (End of Life) and identified on the price list for at least six months prior to its discontinuation. At the last buy day, discontinued products will be removed from the price list and are no longer available for purchase unless specially requested.

Product Support, however, will last until the day of EOS (End of Support) which is the last Shipment Day of EOL product plus the product Warranty Period. So, the product support and warranty for the Last-buy discontinued product will be granted until its warranty period is expired, that's, reaching the EOS Day of the product.

Before its EOS Day, NEXCOM will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds for these products; when it reaches its EOS Day, NEXCOM will only provide limited support on a commercial effort basis.

NEXCOM reserves the right to charge for any requested support/service of any EOS product. In addition, NEXCOM reserves the right to reduce service available for renewal EOL product under this policy at any time in its sole discretion, with or without notice.

## 5. RMA service centers and Contact Information

Location	RMA center	Shipping address
Taiwan - Sanmin	NEXCOM International Co., Ltd.	12F, No.63, Sec. 1, Sanmin Rd., Banqiao Dist., New Taipei City 220, Taiwan (R.O.C.)
Taiwan - Taoyuan	NEXCOM International Co., Ltd.	2F, No.50, Hwa-Ya 3rd Rd., Guishan, Dist., Taoyuan City 333, Taiwan (R.O.C.)
USA	NEX COMPUTERS INC.	41300 Boyce Road, Fremont, CA 94538, USA
Hungary	Szelemillfix Kft.	44 Bartok Bela way, Tapioszele 2766, Hungary
CN- Shanghai	上海兢汉信息科技有限公司 NEXCOM SHANGHAI CO.,LTD	上海闵行区剑川路 953 弄 154 号飞马旅交大科创园 C 栋 406-407 室, 邮编 : 201100 Room 406, Building C, No 154, Lane 953, Jianchuan Road, Minhang District, Shanghai, 201100 China
CN- ChongQing	重庆科立锐兴电子科技有限公司 CHONGQING NEXRAY TECHNOLOGY Co., Ltd.	重庆市永川区凤凰湖工业园电子二小区 B4 幢 2 层 402160. 2st Floor, Building B4, Electronic 2nd area, Phoenix Lake Industrial Park, Yongchuan Dist., ChongQing City, 402160 China

### Contact windows as followed

Location	Name	Telephone	Email
Taiwan- Sanmin	Sherry Chang	+886-2-82267786 ext 5801	<a href="mailto:sherrychang@nexcom.com.tw">sherrychang@nexcom.com.tw</a>
Taiwan- Taoyuan	Rachel Huang	+886-3-3277766 ext 5017	<a href="mailto:rachelhuang1@nexcom.com.tw">rachelhuang1@nexcom.com.tw</a>
USA	Danny Tran	+1-510-6562248 ext 8316	<a href="mailto:dtran@nexcom.com">dtran@nexcom.com</a>
Hungary	Bela Csako	+36-705292931	<a href="mailto:bela.csako@szelemillfix.hu">bela.csako@szelemillfix.hu</a>
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