

DATAMATION SYSTEMS, INC



Service and protection for your UniDock™ investment.

We're here for you after the sale with service plans to keep your equipment working seamlessly and reliably.

Datamation's flexible service plans help protect the life and performance of your UniDock™ Intelligent Docking Station over the long-term. As always, our dedicated U.S.-based customer service team is available to support you, 24/7.

Investment Protection Service Plan Options



UniDock Recertification Plan

Keep your fleet up and running. Upgrade and recertify up to 20 UniDocks at a time; new sizing guides, connectors, and top panel; detailed cleaning and firmware update. Loaner UniDocks provided for cost of shipping from and to Datamation. *Like new* UniDocks returned within 14 business days. 1-year warranty.



UniDock Connector Swap




Replace all connectors; light cleaning. UniDocks returned within 14 business days. 60-day warranty on connectors and repaired/replaced parts.



UniDock Basic Repair

Repairs as needed; light cleaning. UniDocks returned within 14 business days. 60-day warranty on repaired/replaced parts.



Service Plan Details	UniDock Recertification Plan 	UniDock Connector Swap 	UniDock Basic Repair 
Service summary	Upgrade and recertify UniDock fleets to <i>like new</i> condition	Replace all connectors	Basic cleaning; repairs as needed
UniDock™-8	\$850 flat fee	\$450 flat fee	\$225 initial fee
UniDock™-16	\$1,050 flat fee	\$550 flat fee	\$225 initial fee
UniDock™-24	\$1,250 flat fee	\$650 flat fee	\$225 initial fee
Loaner UniDocks	 Up to 20 at a time		
Cost of loaner UniDocks	Shipping cost only, from and to Datamation; packaging materials provided		
Replace all connectors			Damaged connectors only
Upgrade blue guides			
Resize blue guides			
New top panel	Included		
Cleaning	Detailed cleaning	Light cleaning	Light cleaning
Full diagnostics	 Includes firmware update		
Labor rate for any additional repairs		\$225/hour	\$225/hour; initial fee includes one hour of labor
Charge for parts	No, except for power pack and circuit board	 Except for connectors	
Payment conditions	Contract required	Payment upon estimate acceptance	Payment upon estimate acceptance
Turnaround	14 days from receipt	14 days from receipt	14 days from receipt
Warranty	Full 1-year warranty	60 days, connectors and repaired/replaced parts	60 days, repaired/replaced parts

For more information, visit: datamationsystemsinc.com
or call 201-329-7200