



Product Warranty Exceptions List

Product Line	Product	Family Description	Hardware Warranty Duration
Dash Technologies Asset Visibility Solutions Products			
Advanced Data Capture	DTS-5001	General Purpose Handheld 2D Imager	36 months

Scope of Warranty & Services

- **Depot Repair Services:** Hardware repair or replacement of defective components will be handled strictly at DTLPL's designated service / part fulfillment center / customer site.
- **Technical Support:** Direct access to DTLPL's technical helpdesk for comprehensive troubleshooting, diagnostic assistance, and remote resolution support during standard business hours [10:00 AM to 6:00 PM, Monday to Saturday].
- **Turnaround Time (TAT):** DTLPL will exercise commercially reasonable efforts to repair or replace the hardware within 10 business days from the formal receipt of equipment at our depot facility / incident raised for on-site support.

Warranty Exclusions

- Damage resulting from accidents, misuse, neglect, improper storage, physical alteration, or unauthorized operating environments.
- Hardware modified, adjusted, serviced, or repaired by any third party or personnel not explicitly authorized in writing by DTLPL.
- The Scanner USB cable is not covered under the Comprehensive AMC.

How to Claim Warranty Support

To log a service request, initiate a depot repair ticket, or report a hardware issue, please contact the DTLPL support team with your Certificate Number or Purchase Order Number:

Support Email: customercare@dashtechlabels.com

Helpline Number: +91 9958660654

For Dash Technologies and Labels Private Limited (DTLPL)