



**SAVANCE** WORKPLACE

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# Savance Hardware Warranties

Phone: 248-478-2555

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Email: [support@savance.com](mailto:support@savance.com)

[www.savanceworkplace.com](http://www.savanceworkplace.com)

## Overview

This guide will assist you in understanding each hardware's warranties. Please note warranties don't generally cover user damage, physical damage sustained while in use, environmental caused, or improper use of the device.

### Kiosk All-In-One

Microtouch AIO are covered by a 3 year warranty. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues and the machine's serial number.

### Tablet

These are covered by a 1 year limited warranty. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues and the machine's serial number

### Barcode Reader

Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues and the machine's serial number

### Driver License Scanner

CR5400, QS200, & AT10k are all covered by a 12 month manufacturer warranty provided by ITScan.net. Any device older than 12 months can be submitted for a quoted repair cost. If you need to submit a repair order, please follow [this](#) guide

## Dymo 550 Printer

2 year limited warranty provided by Dymo. To submit a warranty request, please go [here](#)

To register your device for warranty, please fill out [this](#) form as well.

## Brother Printer

2 year limited warranty provided by Brother. To learn more, please review this guide [here](#)

## Face/Temperature Scanner

These are covered by a 1 year warranty. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues

## Minix

These are covered by a 1 year limited warranty. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues & serial number

## RFID Reader

1 year warranty provided by RFID. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues the machine's serial number.

## Web Cameras

These are covered by a 1 year limited warranty. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues the machine's serial number.

## Door Relay

These are covered by a 5 year warranty by ControlbyWeb. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues the machine's serial number.

## Door Module

2 year warranty provided by 3xLogic. Please contact [Support@Savanceworkplace.com](mailto:Support@Savanceworkplace.com) with a description of your current issues the machine's serial number.