

WARRANTY ACCEPTANCE CRITERIA

OMNICOMM

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TERMS AND DEFINITIONS

Manufacturer – Omnicomm VIETNAM LIMITED LIABILITY COMPANY, registered at: 126 Dong Van Cong Street, Thanh My Loi Ward, Thu Duc City, Ho Chi Minh City, Vietnam, tax code: 0317551479.

Omnicommm Company – a company of the Omnicomm group, operating in the region where the respective Products are sold, interacting with local Partners on warranty matters.

Partner – a company having an agreement with Omnicomm Company for the sale of Products and providing technical support to end users.

Products – technical (hardware and software) means: GPS-trackers Omnicomm Omnicomm, fuel level sensors Omnicomm, and other related equipment produced by the Manufacturer under the Omnicomm brand.

Technical Assessment Report – a document prepared by the Omnicomm Company or its authorized representative based on the results of examining the Products for which a request has been received due to a malfunction, containing conclusions about the technical condition of the Products and the causes of the failure.

Product Passport – a document containing information on the technical specifications of the Product, the product schematic, warranty period, operating conditions, and safety instructions for working with the Product.

1. GENERAL PROVISIONS

The purpose of this document is to provide clarifying information from Omnicomm Company regarding the criteria for warranty recognition for the Products. All information presented in this document is governed by Omnicomm Company's Warranty Policy.

This information explains and clarifies for participants in the warranty process how to determine warranty and non-warranty housings for the Products.

2. WARRANTY PERIODS FOR THE PRODUCTS

Warranty periods for the Products are specified in the Product Passport and begin from the date of shipment from the Omnicomm Company warehouse, provided that the conditions of transportation, storage, installation, and operation established by the Manufacturer's operating documentation are met. The operating parameters of the Products are indicated in the Product Passport, which is included in the delivery package.

Omnicomm Company reserves the right to refuse warranty repair and/or replacement with a new Product to the Partner upon the expiration of the Product's warranty period, issuing the corresponding Technical Assessment Report.

In housings where documents are missing and/or incorrect information is provided in the warranty request, Omnicomm Company reserves the right to refuse warranty service.

3. CRITERIA FOR WARRANTY ACCEPTANCE

3.1 Fuel level sensors Omnicomm

Fuel level sensors Omnicomm (Category)		Warranty	No warranty
Appearance			
1	Serial number	Serial number is identified	Serial number is not identified
2	Warranty period	Warranty period not exceeded according to the Product Passport	Warranty period exceeded according to the Product Passport
3	Housing	No signs of mechanical, thermal, or chemical impacts	Signs of mechanical, thermal, or chemical impacts present
4	Mounting plate (except for fuel level sensors LLS 5 / LLS-Ex 5)	Deformation less than 15°	Deformation more than 15°
5	fuel level sensor Omnicomm housing rivets (except for fuel level sensors LLS 5 / LLS-Ex 5)	No damage with deformation up to 15°	Damage present with deformation more than 15°
6	Compound	No increase in volume (gap between cover and mounting plate) with deformation up to 15°	Volume increase (gap) with deformation more than 15°
7	Measuring tube	No signs of damage; play within sensor body allowed if measuring device length < 1500 mm	Signs of damage; play not allowed if measuring device length > 1500 mm
8	Measuring part	Measuring part length more than 150 mm	Measuring part length less than 150 mm
9	Connector	No signs of external damage	Signs of external damage present
10	Connection cable	No signs of external damage	Signs of external damage present
Functionality		Warranty	No warranty
11	Firmware	Fuel level sensor Omnicomm not identified, no firmware	Fuel level sensor Omnicomm is identified, firmware updates available, can

		updates, cannot be reset to factory defaults	be reset to factory defaults via Omnicomm configurator
12	User settings	Settings are correct; reported defect confirmed	Settings are incorrect; reported defect not confirmed
Settings		Warranty	No warranty
13	Fuel level sensor Omnicomm LLS 4 / fuel level sensor Omnicomm LLS-AF 4 readings	$N = 4096, CNT \geq 1,000,000$ (length ~700 mm)	Values do not correspond
	Fuel level sensor Omnicomm LLS 5 / LLS-Ex 5 readings	$N = 4096, CNT \geq 3,000,000$ (length ~700 mm)	Values do not correspond
14	Saving settings	Settings are saved in Omnicomm configurator	Settings are not saved
15	Current consumption (at 12 V)	$5 \text{ mA} < I < 30 \text{ mA}$	$I = 0$ or $I > 1 \text{ A}$
16	Interface line resistance	$1 \text{ k}\Omega < R < 1 \text{ M}\Omega$	$R \leq 1 \text{ k}\Omega$ or $R \geq 1 \text{ M}\Omega$
For fuel level sensors Omnicomm LLS-AF 4		Warranty	No warranty
18	Output voltage (fuel level sensor Omnicomm LLS-AF 4)	Voltage corresponds to configurator, difference $\leq \pm 0.04 \text{ V}$, not exceeding 20 V	Voltage does not correspond, difference $> \pm 0.04 \text{ V}$ or exceeds 20 V
For fuel level sensors Omnicomm LLS-Ex 5		Warranty	No warranty
19	Current consumption through Spark protection unit Omnicomm BIS-MX	$90 \text{ mA} < I < 150 \text{ mA}$	$I = 0$ or $I > 1 \text{ A}$

3.2 GPS-trackers Omnicomm

GPS-trackers Omnicomm		Warranty	No warranty
Appearance			
1	Serial number	Serial number is identified	Serial number is not identified
2	Warranty period	Warranty period not exceeded according to the Product Passport	Warranty period exceeded according to the Product Passport
3	Housing	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
4	Connection cable	No signs of external damage	Signs of external damage present
5	Connector	No signs of external damage	Signs of external damage present
6	Rechargeable battery (for GPS-trackers Omnicomm Profi, Optim, Light, Smart 3.2)	No signs of damage	Signs of damage and warranty period exceeded
7	CR2032 battery (for GPS-trackers Omnicomm Profi and Smart except Smart 3.2)	No signs of damage	Signs of damage
8	Main board	No signs of damage	Signs of damage
9	Auxiliary board (for GPS-trackers Omnicomm Profi, Smart 3.1 and Light 3.1)	No signs of damage	Signs of damage
10	External antenna	No signs of damage	Signs of damage
11	USB port	No signs of damage	Signs of damage
12	SIM card slot	No signs of damage	Signs of damage
Functionality		Warranty	No warranty
13	Firmware	GPS-trackers Omnicomm is identified and firmware updated via Omnicomm configurator	GPS-trackers Omnicomm is not identified, firmware not updated

14	User settings	Correct settings; requested defect confirmed	Incorrect settings; defect not confirmed
15	Saving settings	Settings are saved in Omnicommm configurator	Settings are not saved in Omnicomm configurator
16	Diagnostics in Omnicomm configurator (RTC, FRAM, temperature sensor, GPS, Wi-Fi, GSM, accelerometer)	All parameters OK	Error in one or more parameters
17	Current consumption (at 12 V)	$100\text{ mA} < I < 500\text{ mA}$	$I = 0$ or $I > 1\text{ A}$
18	Interface line resistance	$1\text{ k}\Omega < R < 1\text{ M}\Omega$	Outside specified range

3.3 Display Omnicomm ICON

Display Omnicomm ICON		Warranty	No warranty
Appearance			
1	Serial number	Serial number is identified	Serial number is not identified
2	Warranty period	Warranty period not exceeded according to the Product Passport	Warranty period exceeded according to the Product Passport
3	Housing	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
4	Screen	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
5	Buttons	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
6	Connection cable	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
Functionality		Warranty	No warranty
7	Firmware	Display Omnicomm ICON is identified and firmware is updated	Display Omnicomm ICON is not identified and firmware is not

		via Omnicomm configurator	updated via Omnicomm configurator
8	User settings	Settings are correct; reported defect confirmed	Settings are incorrect; reported defect not confirmed
9	Saving settings	Settings are saved in Omnicomm configurator	Settings are not saved
10	NFC card reading	Firmware update via Omnicomm configurator restores functionality	Firmware update via Omnicomm configurator does not restore functionality
11	Speaker	Firmware update via Omnicomm configurator restores functionality	Firmware update via Omnicomm configurator does not restore functionality
12	Screen (after firmware update)	Firmware update via Omnicomm configurator restores functionality	Firmware update via Omnicomm configurator does not restore functionality
13	Buttons (after firmware update)	Firmware update via Omnicomm configurator restores functionality	Firmware update via Omnicomm configurator does not restore functionality
14	Current consumption (at 12 V)	10 mA < I < 250 mA	I = 0 or I > 1 A
15	Interface line resistance	1 kΩ < R < 1 MΩ	1 kΩ > R > 1 MΩ

3.4 Indicator fuel volume Omnicomm LLD

Indicator fuel volume Omnicomm LLD		Warranty	No warranty
Appearance			
1	Serial number	Serial number is identified	Serial number is not identified
2	Warranty period	Warranty period not exceeded according to the Product Passport	Warranty period exceeded according to the Product Passport
3	Housing	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
4	Buttons	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present

5	Screen	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
6	Connection cable	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
Functionality		Warranty	No warranty
7	Firmware	Indicator fuel volume Omnicomm LLD is identified in Omnicomm configurator, firmware is updated	Indicator fuel volume Omnicomm LLD is not identified in Omnicomm configurator, firmware is not updated
8	User settings	Settings are correct; reported defect is confirmed	Settings are incorrect; reported defect is not confirmed
9	Saving settings	Settings are saved in Omnicomm configurator	Settings are not saved
10	Current consumption (at 12 V)	Current ranges between $20\text{ mA} < I < 50\text{ mA}$	$I = 0$ or $I > 1\text{ A}$
11	Interface line resistance	$1\text{ k}\Omega < R < 1\text{ M}\Omega$	$1\text{ k}\Omega > R > 1\text{ M}\Omega$

3.5 Spark protection unit Omnicomm BIS-MX

Spark protection unit Omnicomm BIS-MX		Warranty	No warranty
Appearance			
1	Serial number	Serial number is identified	Serial number is not identified
2	Warranty period	Warranty period not exceeded according to the Product Passport	Warranty period exceeded according to the Product Passport
3	Housing	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
4	Connection cable	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
5	Connector	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present

Functionality		Warranty	No warranty
6	Omnicommm Fuel level sensor output U1 (V)	$6.5\text{ V} < U < 7.4\text{ V}$	$6.95\text{ V} \pm 0.45\text{ V}$
7	Omnicommm Fuel level sensor output U2 (V)	$6.5\text{ V} < U < 7.4\text{ V}$	$6.95\text{ V} \pm 0.45\text{ V}$
8	Current consumption (without fuel level sensors Omnicomm) at 12 V	$45\text{ mA} < I < 70\text{ mA}$	$I = 0$ or $I > 1\text{ A}$
9	Interface line resistance	$1\text{ k}\Omega < R < 1\text{ M}\Omega$	$1\text{ k}\Omega > R > 1\text{ M}\Omega$

3.6 USB adapter Omnicomm UNU-USB

USB adapter Omnicomm UNU-USB		Warranty	No warranty
Appearance			
1	Serial number	Serial number is identified	Serial number is not identified
2	Warranty period	Warranty period not exceeded according to the Product Passport	Warranty period exceeded according to the Product Passport
3	Housing	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
4	Connector	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
5	Connection cable	No signs of mechanical, thermal, or chemical damage	Signs of mechanical, thermal, or chemical damage present
Functionality		Warranty	No warranty
6	Current consumption (without fuel level sensors Omnicomm) at 5 V	170 mA < I < 250 mA	I = 0 or I > 1 A
	Output resistance	R > 100 kΩ	R < 100 kΩ
8	Light indication (LED)	LED is on when connected to USB port of the computer	LED is off when connected to USB port of the computer
9	Interface lines operation (with fuel level sensors Omnicomm)	Fuel level sensor Omnicomm detected via RS-485 and RS-232 interfaces	Fuel level sensor Omnicomm not detected via RS-485 and RS-232 interfaces
10	Output voltage (for fuel level sensors Omnicomm)	12 V power supply output voltage is present	12 V power supply output voltage is absent

4. OTHER PROVISIONS

Omnicommm Company reserves the right to modify and/or supplement this document at any time. While Omnicomm Company will make reasonable efforts to inform the Partner of any such modifications and/or supplements, the Partner remains responsible for regularly checking the official website: omnicomm-world.com for the most up-to-date version of this document, regardless of whether or not they receive a notification.