

SYNERGY SYSTEMS, LLC

Time proven products and support®

March 6, 2018

Standard SynPaQ/E and special BJP Series In-Warranty and Out of Warranty Repair Program Applies to Serial port and Ethernet models




New SynPaQ/E products are covered by a limited, one-year parts and labor warranty as outlined in Synergy's Standard Terms and Conditions document. For repair during the warranty period - Phone, fax or e-mail Synergy Tech-Support to trouble shoot the problem. After confirmation that a repair is necessary, Synergy assigns a Material Return Authorization (MRA) number based on the customer's completed MRA form available at Synergy's web site, Customer Support section at: <http://www.synergy-gps.com>. Products should be shipped to Synergy via prepaid freight. On receipt at Synergy, the unit is dis-assembled and diagnosed. Sub-assemblies listed below are used to replace malfunctioning parts. Repaired units are returned at no charge via pre-paid freight.

Flat-Rate, out of warranty repair - Includes repairs beyond one year after shipment warranty, physical miss-use, incorrect wiring, lightning strikes or accidentally induced events, follow this process:

1. The product being returned is assigned an MRA (see above)
2. The product is shipped to Synergy via prepaid freight.
3. After factory diagnosis, the user is advised of the replacement cost if un-repairable. Or, if repairable, the user is notified of the cost to repair using one or more of the major sub-assemblies listed below.
4. Products found not to be defective, or otherwise not covered under Synergy's warranty terms, will be assessed a minimum \$90.00 analysis fee plus shipping. If replacement or repair is acceptable, the user issues a purchase order to Synergy covering the repair or replacement (or pre-payment if not approved for net 30-day terms).
5. The original, refurbished unit, is shipped back via pre-paid freight which is billed on the repair invoice along with flat-rate parts and labor repair costs derived from the replacement assemblies below:
 - A. SynPaQ/E Sealed Aluminum housing - Complete assembly with flanged mounting plate, Power-Data and RF connectors, status LED lenses mounted on their respective end plates - \$148.00.
 - B. Interface Cable - Internal DB-9 to Motherboard interconnecting cable - \$89.00.
 - C-1. GPS Receiver Board - (all P/Ns) Motorola VP, GT+ and UT+ Oncore receivers are all End of Life (EOL). See section 6 below for receiver replacement options. The embedded Synergy SSR-4 and SSR-5 will be replaced with an SSR-6Tf. The M12 and M12+ will be replaced by an M12M for full Motorola binary compatibility - \$152.00.

For configuration assistance, order placement and technical support call or Email:

	SYNERGY SYSTEMS, LLC Time Proven Products and Support®	Phone: (858) 566-0666 · Fax (858) 566-0768 Email: oeminfo@synergy-gps.com http://www.synergy-gps.com/
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- C-2. Multi-GNSS Receiver Board - (all P/N) SSR Series LEA-8 - \$184.00.
- D-1. SynPaQ/E - Serial I/O Mother board with power conditioning and regulating components, back-up battery and TTL to RS-232 I/O components - \$142.00.
- D-2. SynPaQ/E – Ethernet Mother board with power conditioning and regulating components, microprocessor, back-up battery and Ethernet I/O components - \$189.00.
- E. Firmware Update Motherboard Only - For SynPaQ/E Serial Models - \$109.
- F. Firmware Update Motherboard Only - For SynPaQ/E Ethernet Models - \$129.

If more than one sub-assembly needs to be replaced, those combined costs, as outlined above, are calculated to arrive at the total repair cost. Combinations of sub-assemblies may be needed to repair faulty units, and, in some cases, a cost-effective repair may not be possible. In this case, the user will be notified.


- 6. For Receiver Upgrading Only – For SynPaQ/E models with older Motorola VP, UT+ and GT+ Oncore GPS receivers, the user has the option of choosing one of the following replacements solutions using receivers mounted on Synergy's Adaptor Boards:
 - A. Motorola designed, M12M Distributed by Synergy for i-Lotus - \$219.
 - B. Synergy's u-Blox based SSR-6Tf GPS Receiver - \$248
 - C. Synergy's u-Blox based SSR-M8T Multi-GNSS receiver - \$259.
 - D. Synergy's u-Blox based SSR-M8F Multi-GNSS receiver - \$267

Note: SSR-6Tf, SSR-M8T and SSR-M8F, in addition to u-Blox binary and NMEA messages, offer some (but not all) 6 and 8 channel, backward compatible messages in emulated Motorola binary format. SSR-M8 Series require a Multi-GNSS antenna for proper operation.

Prices quoted are FOB San Diego and include replacement parts and labor for the initial dis-assembly and diagnosis, repair and/or replacement of the malfunctioning sub-assembly(s).

Replacement SynPaQ units are covered by Synergy's 1-year parts and labor warranty as stated in Synergy's Terms & Conditions document. Repaired products are fully tested, configured to user specifications, burned in for 24 hours prior to shipment and warranted for parts and labor for 90 days after shipment

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