

Standard Wabtec 41A296352BJ Series in-Warranty and Out of Warranty Flat-Rate Repair Program Description

Applies to Serial port and Ethernet models



New Wabtec “BJP” Series 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 disassembled 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 - \$178.
 - B. Interface Cable - Internal DB-9 to Motherboard interconnecting cable - \$96.
 - C-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 - \$192.
 - C-2. SynPaQ/E – Ethernet Mother board with power conditioning and regulating components, microprocessor, back-up battery and Ethernet I/O components - \$224.
 - D-1. Firmware Update Motherboard Only - For SynPaQ/E Serial Models - \$139.
 - D-2. Firmware Update Motherboard Only - For SynPaQ/E Ethernet Models - \$154.

If more than one sub-assembly needs to be replaced, combine those costs, as outlined above, to arrive at a 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 that a new replacement is recommended.

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

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Web: <http://www.synergy-gps.com> - Email: oeminfo@synergy-gps.com - Phone: (858) 566-0666 - Fax (858) 566-0768

Oncore was a trademark of Motorola, Inc.

The following are BJP replacement receiver options for repairs and up-grades

For GPS Receiver Board Replacements - (all P/Ns) Motorola VP, GT+, UT+ and M12+ Oncore receivers have all been declared End of Life (EOL). See section 6 below for replacement options.

6-A. For older, larger format 6 and 8 Channel binary Receiver Replacements – For BJP models with older Motorola VP 6/8 Channel (BJP1) and GT+ 8 channel (BJP6) Motorola binary Oncore GPS receivers, these may be upgraded by embedding Synergy's better performing u-Blox based SSR-VP/GT+ GPS receiver board -\$289.00.

Note: This repair/upgrade results in a product that the OBC recognizes as a channel BJP1 or an 8 channel BJP6. It also makes these older units conform to newer BJP16 specifications.

6-B. For 12 Channel binary GPS Receiver Replacement Only - The End of Life M12 and M12+ in early BJP7 products can be replaced by an M12M GPS receiver for full Motorola binary compatibility (Model Number remains BJP7) - \$248. *[This option EOL as of October 15 2021]*

6-C. All BJP Series serial I/O GPS products including BJP1, BJP6 and BJP8 can be updated to BJP13 by replacing the GPS receiver with Synergy's SSR-6Tf+ GPS board - \$262.

6-D. All BJP Series serial I/O GPS products including BJP1, BJP6 and BJP8 can be updated to BJP15 by adding item C-2 above (\$224) to the replacement SSR-6Tf+ GPS board - \$262.

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.

GPS to GNSS Sensor Upgrade - E-mail request for details and costs for upgrading existing products to u-Blox Multi-GNSS M8 or Multi-GNSS/Multi-Band F9 technology (Multi-GNSS or Multi-Band antenna required).

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