



Reader Warranty Options

At Alien® we are proud of the quality of our readers and offer warranty options to back them up. All Alien RFID readers are warranted against defects in materials and workmanship for one year. If a reader is found to have such a defect, we will repair or replace it, or refund the purchase price.¹

In addition to the Standard Warranty, Alien offers two options for extended warranties. If you desire, you can purchase Extended Warranty coverage for up to a total of 3 years.

Or if rapid response is required, you can purchase an Advanced Replacement Warranty that ensures that a replacement unit will be shipped overnight within 2 business days of your call. (This option is available in North America only for up to a total of 3 years from purchase).



Extended Warranty:

The Extended Warranty may be purchased in 1-year increments before expiration of the warranty period and takes effect at the end of the standard warranty. Up to two 1-year warranty extensions can be purchased, for a total of 3 years of warranty coverage. Antennas purchased with the reader are also covered. Alien will repair or replace, or refund the purchase price of qualifying readers and antennas, typically within 21 days of receipt of the returned product.

Advanced Replacement Warranty:

The Advanced Replacement Warranty ensures that for qualified readers and antennas a replacement will be shipped by overnight carrier within 2 business days of problem diagnosis. This warranty may be purchased in one-year increments for a total of 3 years. This warranty immediately supplements the standard warranty, so to gain a full three years of support, buy a 3-year term when you buy the reader. The Advanced Replacement Warranty is only available for products located in North America.

¹ See terms and conditions at the end of this document.



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Warranty Options for Alien Readers and Antennas

Standard	Solid Protection that comes with every reader	1 year
Extended	Extended Protection	Up to 3 years
Advanced Replacement	Rapid Recovery	Up to 3 years

Warranty options may be purchased for the following Alien readers:

- › ALR-9900 Enterprise-Class Reader
- › ALR-9800 Enterprise-Class Reader
- › ALR-9800-based Dock Door Portals²
- › ALR-8800 ETSI-compliant Enterprise-Class Reader
- › ALR-9650 Smart Antenna-Class Reader
- › Alien antennas purchased with the reader³

To order contact your Alien sales person, authorized distributor or POS@alientechnology.com to purchase an extended warranty.

Ordering information:

Model Number	Reader Covered	Description
ALP-WAR-S-9900	ALR-9900 series readers	Extended Warranty (1yr)
ALP-WAR-S-9800	ALR-9800 series readers*	Extended Warranty (1yr)
ALP-WAR-S-8800	ALR-8800 series readers	Extended Warranty (1yr)
ALP-WAR-S-9650	ALR-9650 series readers	Extended Warranty (1yr)
ALP-WAR-AR-9900	ALR-9900 series readers	Advanced Replacement Warranty (1yr)
ALP-WAR-AR-9800	ALR-9800 series readers	Advanced Replacement Warranty (1yr)
ALP-WAR-AR-9650	ALR-9650 series readers	Advanced Replacement Warranty (1yr)

*Includes readers installed in ALR-98xx series portals

For warranty details and disclaimer information please see the following page.

² Covers incorporated readers and antennas only

³ Antennas with model numbers of this form: ALR-xxxx



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Warranty Details for Alien Readers⁴

A. Limited Warranty. Alien warrants that (i) each Reader, Antenna and other hardware components excluding Tags (together, "Hardware") will be free from defects in materials and workmanship for a period of one (1) year after transfer of title (the "Hardware Warranty Term"), (ii) each Tag will be free from defects in materials and workmanship for a single use for a period of one hundred eighty (180) days after transfer of title (the "Tag Warranty Term") and (iii) the media (the "Software Media") which contain the Software will be free from defects in materials and workmanship for a period of ninety (90) days after transfer of title (the "Software Media Warranty Term" and, together with the Hardware Warranty Term and the Tag Warranty Term, the "Warranty Term") provided with respect to (i), (ii) and (iii) that such defect does not arise from (a) abuse, misuse, neglect, vandalism or accident, (b) modification or repair of the Product by personnel not certified by Alien to perform such modification or repair, or (c) use of the Product outside of the environmental specifications set forth in published product Specifications, manuals or other documentation. Product problems attributable to the use of Products with equipment or software not supplied by Alien are not covered under warranty. The limited warranty for the Software Media set forth above does not apply to the Software itself, which is provided "AS IS."

B. Return Procedure. If Customer determines that a Product violates the applicable warranty set forth in Section A above, Customer will contact Alien at (408) 782-3900 as soon as practicable, but in no event later than the end of the applicable Warranty Term, to request a Return Material Authorization ("RMA") number. Upon receiving the RMA number, Customer will mark such number prominently on the shipping container for the defective Product and will ship such Product to Alien in accordance with the instructions provided with the RMA number, freight prepaid and properly insured, in accordance with any shipping instructions

provided by Alien. If Alien reasonably determines that a returned Product does not violate the applicable warranty set forth in Section A above, Alien will return such Product to Customer, freight collect. Otherwise, Alien will, at its sole option or expense, either (a) repair the defective Product, (b) replace the defective Product with a new or used and re-manufactured part, (c) provide a "work-around" or "patch" for the Product or (d) refund to Customer the purchase price of the Product. If Alien elects to do (a), (b) or (c), Alien will return the repaired, replaced or patched Product (as applicable) to Customer, freight prepaid and properly insured.

C. Disclaimer. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY SET FORTH HEREIN, ALIEN HEREBY DISCLAIMS ALL REPRESENTATIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, REGARDING THE PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE AND ANY WARRANTY OF NON-INFRINGEMENT.

D. Limitation of Liability. THE REMEDIES SET FORTH HEREIN ARE THE EXCLUSIVE REMEDIES AVAILABLE TO CUSTOMER, AND ALIEN'S ENTIRE LIABILITY, RELATING TO THE PRODUCTS. IN NO EVENT SHALL ALIEN HAVE ANY LIABILITY TO CUSTOMER OR ANY THIRD PARTY FOR ANY LOST OPPORTUNITY, DATA OR PROFITS, OR FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, UNDER ANY CAUSE OF ACTION OR THEORY OF LIABILITY (INCLUDING NEGLIGENCE), AND WHETHER OR NOT SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN ANY EVENT, ALIEN SHALL NOT BE LIABLE TO CUSTOMER FOR ANY AMOUNTS IN EXCESS OF THE PURCHASE PRICE FOR THE PRODUCT.

⁴ Subject to change. Please talk with your Alien salesperson or authorized reseller for latest info.

