

# RDM Express Exchange Maintenance Program

HASSLE-FREE, ECONOMICAL, NEXT-DAY SERVICE.



The RDM Express Exchange Maintenance Program (EEMP) has been designed with the busy merchant in mind. By offering hassle free next-day Advance Unit Exchange (AUE) service and a 30-month extended warranty program, your business can operate with virtually no downtime keeping you, and your customers, happy.

## Benefits

- **Extends your standard warranty to 30 months from your time of purchase**  
*Product is warranted against defects in materials and workmanship under normal use and service.*
- **Next-day replacement service\***  
*Overnight shipping for the replacement unit as well as return box and materials for the defective unit.*
- **Professional support**  
*Knowledgeable customer personnel are only a phone call or email away.*
- **RDM's Customer Support portal**  
*Find answers by visiting our online portal of knowledge base articles*

\* If your device qualifies for the AEU, all shipping costs associated with the receipt of exchange unit and the return of defective unit are covered.

## To find an Authorized Service Provider

Please visit us online at [www.rdmcorp.com/eemp](http://www.rdmcorp.com/eemp) or simply email us at [eemp@rdmcorp.com](mailto:eemp@rdmcorp.com)

# Frequently Asked Questions

## What product qualifies for this program?

The RDM Express Exchange Maintenance Program is available for RDM's EC6000i®, EC7000i® and EC7500i™ series check scanners.

## How do I purchase the program?

Call an Authorized Service Provider found at [www.rdmcorp.com/eemp](http://www.rdmcorp.com/eemp) or contact RDM at [eemp@rdmcorp.com](mailto:eemp@rdmcorp.com). Our partners have been trained to provide the best quality service and will be happy to assist you with pricing & program details.

## How long does the program last?

The RDM Express Exchange Maintenance Program is valid for 30 months from the day you purchased the scanner (proof of purchase required). If no proof of purchase is provided, the 30 month period will begin at the manufacturing date of the device.

## Can I purchase this program if I already have a scanner?

Yes. You may purchase the program if you can supply your proof of purchase dated January 1, 2008 or later. Without a proof of purchase, please call your authorized service provider to see if your unit qualifies (serial number must indicate that the unit was manufactured in 2008).

## What do I do if I have a problem with my check scanner?

Call your Authorized Service Provider who will assess your issue. If your scanner is deemed to be defective, a replacement unit will be sent to you overnight – all you have to do is unpack the replacement unit and send back the defective scanner. All the paperwork will be in the box! Hassle free.

## Does this program cover multiple occurrences?

Yes. The services provided during the term of this program can be accessed as many times as required, within the limitations of the product warranty.



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