

FREQUENTLY ASKED QUESTIONS

(M3 MOBILE SL10/SL10K Mobile Computer)

24/05/2019

Hardware

What product in M3 mobile PORTFOLIO is SL10 and SL10K replacing?

The SL10 and SL10K is not replacing any products in currently M3 mobile Portfolio. It I designed to attract a business of lower tier product in mobile computer industry such as transportation, logistic, retail, and hospitality Industries. The SL10 and SL10K product is new to the M3 Mobile Portfolio and it's designed to provide compatible business feature at the right price.

What is different configurations comparable with current M3 Mobile Portfolio?

The SL10 and SL10K have not too many different configurations comparable with current M3 mobile portfolio. There are 5inch LCD, Scanner 2D 4710 of Zebra, 4G network, WIFI, BT, NFC, 2/16G memory, rear camera, front camera, and standard replaceable battery (4,000mAh) as well as android OS 8.1 (Without and with)

The SL10K have more keyboard which are physical keyboard (17keys). This function will be helpful too much A case is during input the screen by touch then it is not comfortable in the situation.

The SL10/SL10K have internal battery or replaceable battery, what is the size of the battery?

The SL10/SL10K have replaceable battery and those have 4,000mAh of the capacity. Also this is a standard capacity that we offer.

What is the accessory item configuration?

We offer now a device, a Cradle, a power adaptor (+ USB 5pin connector) and both hand-straps in the box.

Is there an extended battery version?

Unfortunately, we yet don't have extended capacity of the battery.

Service

M3 Mobil3 is launching M3 Mobile speed care for SL10/SL10K a special value level of service, available only on Selection of SL10 and SL10K mobile computer. This service is designed to support enable customers at an Economical price point. This new – 2year support service includes non-comprehensive service coverage as Well as

- Wear and Tear coverage
- Upgraded 5-day repair depot turn-around time (once received info the depot)

- Free return ground shipping from depot
- 24/7 access to web IT service via M3 Mobile Intelligence technical Centre
- Software/Firmware updates.

*Does not cover accidental/physical external force/cosmetic damage or damage due to neglect/abuse specifically involving displays and housing among other components.

Why is it launching M3 Mobile SPEED CARE only for SL10/SL10K?

Based on customers feedback and market low tier product with the condition, M3 mobile recognizes the need to offer our customers an alternate level of service when comprehensive coverage may not always be required.

Where will M3 Mobile speed care be available?

M3 Mobile speed care will be available globally where associated products are sold. Availability restrictions in certain countries may apply.

Which component are covered under M3 SPEED CARE For SL10 and SL10K?

- Under M3 SPEED CARE for SL10/SL10K products the following are covered: Main boards, memory modules, WAN modules, camera, imager, keypads, speaker, receiver, NFC. Damage to displays and housing by external force

What is NOT covered under M3 SPEED CARE FOR SL10/SL10K?

Under M3 SPEED CARE for for SL10/SL10K the following are not covered:

- Battery replacement (outside the 12 months Battery Warranty)
- Total loss damage (3 of Main parts damaged together such as main board, LCD, Camera, Housing)

Will S10/SL10K's SPEED CARE be available with other M3 SPEED CARE mobile computer?

No. At this time M3 Mobile has limited the availability of SPEED CARE only to the SL10 and SL10K.

Where can i find out more about M3 speed care for SL10 and SL10K?

Pricing can be found on Solution of sales website. New support resources including Service Description Documents, Fact Sheets, Presentations and additional marketing materials may be found on www.m3mobile.co.kr then find out marketing materials.