

Snap-on Diagnostics Repair Guide

Canada

June 2022

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This Diagnostic Repair Guide provides information on how to correctly send a Snap-on diagnostic product in for diagnosis and repair. All Snap-on Diagnostic products require an RMA when being sent in for repair. The RMA process ensures the issue is clearly understood and that repair is necessary. Additionally, the flat-rate pricing information enables you to provide pricing estimates before sending the product in to be diagnosed and repaired.

Step

1

Get an RMA Number

- Contact Technical Support to obtain an RMA (Return Materials Authorization) Number
- Products received without an RMA will be charged a \$75 research fee
- **An RMA Number is REQUIRED**

Step

2

Print a Service Repair Form

- Complete and print a Service Repair Form with the RMA on it.
- **An RMA Number is REQUIRED**

Step

3

Pack it up Properly

- Place required DOT decal on the box if the battery will be included
- Battery removed and packaged separate from product body
- Include Service Repair Form with the required RMA Number
- **Include all requested & required parts and accessories (see below)**

Step

4

Put the RMA Number on the Purolator Label

- Put the RMA number in the *Attention* field of the Purolator label
- **An RMA Number on the shipping label is REQUIRED**

Step

5

Send it in!

Remember! Products received without an RMA number will incur a \$75 research charge. Be sure to get an RMA Number before sending any tool in for repair to avoid extra charges and delays.



Required DOT Label



Snap-on Part# **SSUN3481**

Incorrect Label



DO NOT USE

Non-Warranty Repair Program & Required Repair Items

APOLLO-D₈
APOLLO-D₉
MODIS Edge
MODIS Ultra
SOLUS Edge
SOLUS Ultra
TRITON D8

12-Month Warranty

Required items for repair:



Platform



DA4 Data Cable



AC Adapter



Battery



MODIS ONLY
Scope Leads



DOT Label
(part# SSUN3481)

Basic Service Charge	\$185.00	Minimum Handling & Processing Charge
Level 1	\$375.00	Housing and factory software reload
Level 2	\$530.00	Display / touchscreen, thumb pad, buttons, and Level 1
Level 3	\$950.00	Main board, thumb pad, buttons, and Level 1

ETHOS Edge
ETHOS Plus
ETHOS Pro
ETHOS Tech
P1000

12-Month Warranty
 36-Month Warranty (Tech only)

Required items for repair:



Platform



DA4 Data Cable



Do **NOT** include
AA Batteries



EDGE ONLY
Battery



EDGE ONLY
DOT Label
(part# SSUN3481)

Basic Service Charge	\$185.00	Minimum Handling & Processing Charge
Level 1	\$350.00	Thumb pad and buttons, internal cables, housing, and factory software reload
Level 2	\$550.00	Display, Touchscreen, & Main board replacement and/or related repairs

VANTAGE Ultra
VANTAGE Legend

12-Month Warranty

Required items for repair:



Platform



Scope Leads



Battery



DOT Label
(part# SSUN3481)

Basic Service Charge	\$185.00	Minimum Handling & Processing Charge
Level 1	\$360.00	Housing and factory software reload
Level 2	\$510.00	Display / touchscreen, thumb pad, buttons, and Level 1
Level 3	\$960.00	Main board, thumb pad, buttons, and Level 1

Non-Warranty Repair Program & Required Repair Items (continued)

ZEUS 24-Month Warranty

Required items for repair:



Display Unit



Scan Module



AC Adapter



Battery



DOT Label
(part# SSUN3481)

Basic Service Charge	\$185.00	Minimum Handling & Processing Charge
Level 1	\$265.00	Factory software reload, bottom housing, bezel, and screen protector
Level 2	\$460.00	Top housing, auxiliary circuit board(s), thumbpad, and USB ports
Level 3	\$630.00	Hard disk drive, camera, RAM module, and Level's 1 & 2
Level 4	\$800.00	Display & touchscreen, and Level's 1 - 3
Level 5	\$1250.00	Main board and Level's 1 - 4

Additional Repair Charges

Scan Module	\$395.00	Housing, circuit board, and factory firmware reload
M4 Scope Module	\$550.00	Housing, circuit board, and factory firmware reload
Windows 10 Upgrade	\$350.00	Windows 10 Operating System <ul style="list-style-type: none"> • ZEUS ONLY • Requires 19.4 Software Upgrade (not included)

VERUS Edge 24-Month Warranty

Required items for repair:



Display Unit



Scan Module



DA4 Data Cable
(except ZEUS)



AC Adapter



Battery



DOT Label
(part# SSUN3481)

Basic Service Charge	\$185.00	Minimum Handling & Processing Charge
Level 1	\$265.00	Factory software reload, bottom housing, bezel, and screen protector
Level 2	\$460.00	Top housing, auxiliary circuit board(s), thumbpad, and USB ports
Level 3	\$630.00	Hard disk drive, camera, RAM module, and Level's 1 & 2
Level 4	\$800.00	Display & touchscreen, and Level's 1 - 3
Level 5	\$1250.00	Main board and Level's 1 - 4

Additional Repair Charges

Scan Module	\$395.00	Housing, circuit board, and factory firmware reload
M4 Scope Module	\$550.00	Housing, circuit board, and factory firmware reload

Non-Warranty Repair Program & Required Repair Items (continued)

Thermal Imager Elite

12-Month Warranty

Required items for repair:



Thermal Imager Elite



Battery



DOT Label

Level 1	\$225.00	Housing, battery, thumbpad, and display
Level 2	\$530.00	Thermal camera

Thermal Imager Laser

12-Month Warranty

Required items for repair:



Thermal Imager Lite



Battery
(not removable)



DOT Label
(part# SSUN3481)

Level 1	\$225.00	Housing, battery, thumbpad, and display
Level 2	\$395.00	Thermal camera

Thermal Imager

12-Month Warranty

Required items for repair:



Thermal Imager



Battery



DOT Label
(part# SSUN3481)

Level 1	\$225.00	Housing, battery, thumbpad, and display
Level 2	\$395.00	Thermal camera

Additional Repair Notes

- All repairs are shipped back UPS 2-day unless expedited shipping is requested (see price chart on next page)
- ALL non-warranty products will incur no less than the Basic Service Charge.
- The Basic Service Charge is included in all Levels of service.
- Products poorly packed and damaged in freight will be the responsibility of the shipper.
- While repairing the product Snap-on Diagnostics will have access to user data (images, file, 3rd party software, etc.) stored on the product
- **User Data Notice:**
 - Snap-on Diagnostics does not require user data to repair the product.
 - Please remove all user data before sending any applicable product in for repair.
 - Some repairs require the product to be reset back to a factory state (all user data, images, files, etc. removed).
 - Assist the customer with backing-up any user data that they wish to maintain prior to sending the product in for repair.
 - Snap-on Diagnostics is not responsible for user data that is lost, deleted, or otherwise altered during a repair.
 - Contact Technical support for further information and assistance if needed.

Other Diagnostic Products

Product	Flat Rate Repair
Basic Service Charge	\$130.00
Harley Davidson Adapter	\$335.00
Low Amp Probe	\$300.00
M2 Meter Level 1	\$260.00
M2 Meter Level 2	\$860.00
M4 Scope Module	\$550.00
MICROSCAN (Blue Point)	\$320.00
MICROSCAN III	\$320.00
PassThru Pro III / IV	\$465.00
PassThru Assistant	877-888-2534, Option #3
Scan Module	\$395.00
SIA 2000 Leads	\$395.00
SIA 2000 Module	\$650.00
FGA 300A	No longer repaired
FGA 305A	No longer repaired

Snap-on Diagnostic Product Warranties

New product – 12, 24, or 36 Months

Diagnostic products include the following warranty from the date of purchase when sold new by an authorized Snap-on representative. See the Warranty Statement included with each tool for coverage specifics.

12 Months:

- APOLLO Family
- ETHOS Family (exp. Tech)
- MICROSCAN
- MODIS Family
- P1000
- SOLUS Family
- Thermal Imager Family
- TRITON Family
- VANTAGE Family

24 Months:

- VERUS Family
- ZEUS

36 Months:

- ETHOS Tech

Optional Extended - 12, 24, or 36 Months

The optional extended warranties offer the same protection level as the New Product warranty included with each product when purchased new for an additional 12, 24, or 36 months (customers can choose the length). Extended Warranty is only available from Snap-on franchisees and is sold via ScanBay. The Optional Extended Warranty must be purchased before the New Product Warranty expires.

Software Upgrade - 60 Days

Products experiencing software issues as the result of receiving a Software upgrade, or that require a factory software reload within 60-days of receiving a software upgrade are covered by the Software Upgrade warranty for 60-day from the original installation date.

Repair Service - 120 Days

The repair center warranty covers the repair flat rate level from the qualifying repair. If a product is sent back into the repair center within 180 days and found to require additional repair(s) at the same or lower level it will be covered under this warranty. If a product is sent back into the repair center within 180 days and found to require a higher level of repair, it is not covered and the Snap-on representative will be contacted with a prorated cost repair quote.

Snap-on Diagnostic Product Warranty Limitations

Snap-on warrants these products for twelve (12), twenty-four (24), or thirty-six (36) months (see New Product Warranty chart above) from the date of original purchase against defects in workmanship and materials that prevent their use. Consumable parts are warranted, at the time of sale, against defects in workmanship and materials that prevent their use and are not covered by any other warranty. Consumable parts are goods reasonably expected to be used up or damaged during use, including but not limited to, cables, sensors and batteries. Snap-on does NOT provide any warranty for misuse, accident, modification, alteration, unreasonable or improper use, abuse, neglect, lack of maintenance, use in product-related service, or use after the product is significantly worn. **See the Warranty Statement included with each product for a complete list and explanation of warranty limitations.**

Product damage due to leakage of batteries other than product specific Snap-on manufactured, i.e. AA or 9v store bought batteries are not covered by this warranty. We suggest you contact the battery manufacturer for possible coverage.

Product damage due to shipper mishandling is not covered by this warranty. We suggest you contact the shipping company for possible coverage.

Diagnostics Repair Guide Frequently Asked Questions (FAQ)

Do products covered by a warranty require an RMA before being shipped in for repair?

Yes. All products shipped in for repair require an RMA. Products received without an RMA number will incur a \$75 research charge in addition to any repair costs.

Is Snap-on representative approval obtained before a repair is performed?

Warranty & Level 1: No. By shipping a product in for repair the Snap-on representative is agreeing to the Level 1 repair. Any products requiring a Level 1 repair, or any level repair covered by a warranty will be automatically repaired and shipped back to the Snap-on representative.

Level 2 & greater: Yes. Any products requiring a Level 2 or greater repair will be placed on hold while Snap-on representative approval is obtained.

What if a repair is declined?

If a Level 2 or greater repair is declined the product will be shipped back to the Snap-on representative unrepaired and the Basic Service Charge will be billed.

Are repaired products shipped to the Snap-on representative or the tool owner?

All repairs are shipped to the Snap-on representative unless a request is made by the Snap-on representative to ship to the customer. The Snap-on representative's address will be verified at the same time the RMA is created.

Can repairs be shipped to a PO Box?

No. Unfortunately repairs cannot be shipped to PO Boxes at this time.

What does the Basic Service Charge include?

In the event of a declined repair or a product found to be functioning within specification, the Basic Service Charge is assessed for shipping and handling

Does every item listed on a repair level ALWAYS get replaced when that level of repair is required?

Are all items from lower level repairs included with higher level repairs?

No. Only items required to get the product back to like-new specification and operation are repaired or replaced.

Is the product battery covered in the flat rate repair pricing?

Is the Data Cable covered in the flat rate pricing?

No. Batteries and Data Cables are not covered by the flat rate pricing. If a Battery or Data Cable is found to be outside the approved specification...





Level 1: The product will be automatically repaired and returned. The included Repair Final Report will indicate battery and/or data cable replacement is required or recommended.

Level 2 & higher: The Snap-on representative will be contacted and quoted the additional cost for a new battery and/or data cable

How can additional DOT labels be ordered?

DOT labels for shipping batteries and platforms in the same box can be ordered using part# **SSUN3481**.

What is the acceptable shipping box placement of the DOT label?

DOT Required Battery Warning Label	Preferred Placement Clearly visible, same side as shipping label	Acceptable Placement Clearly visible, not obscured	NON-acceptable Placement Label Obscured
			

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