Speed is Power

M3 MOBILE

2025 Ver.2



M3 Speed Care Service

www.m3mobile.net

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M3 SPEED CARE SERVICE

(abbreviations “M.S.C.”)



The M3 ensures continuous and stable performance of the product at the customer's site of use through the M3 M.S.C.

M.S.C. is a service that covers the warranty period. M.S.C. is a powerful support service that protects your product from a variety of damage, including professional repair as well as technical and software support. When purchasing M.C.S., you can receive a quick repair period through a separate service option.

Regardless of the residence site, M3's global support infrastructure ensures rapid repair and technical support onsite and online. You can also use the online RMA portal to manage your products and contact your M3 local technical staff or our IT & CS team directly.

With quick support and rapid service, M.S.C. is M3's integrated support service that minimizes our customers’ downtime and offers satisfiable trouble shooting and maintenance.

Extend Service of Service period

Since the purchase of our products, **the basic warranty period of a year (Terminal) and 6 months (Accessory)** is guaranteed.
A Basic warranty period begins when the product is delivered to the end user, and for resellers, if it is possible to prove when it is delivered to the end user, that's when it starts with a Basic warranty. So, the basic warranty period starts based on arrival at end users' sites.

The M3 also offers the option of warranty extension. If customers want to use our products reasonably and eco-friendly for a long time to protect their goods, we confidently recommend the M3's service extension option.

In addition to the basic warranty period, M3 has additional **3 years or 5 years of extended service** options, and M3 sales representatives must be informed of the intention to purchase these services, **within 45 days after the basic warranty period begins.**

In addition, if a customer, who has purchased a 3- or 5-year Warranty Service, wants the longer support, they should inform the M3 salesperson of **intention to purchase the Extended Warranty Service before it expires.** After that, the M3 sales representative will quickly inform the customer of the possibility of extension.

Quick and easy repair process

When customers need convenient, fast repair anytime or anywhere, please visit https://www.m3-service.net/ to create an account. Once your registration is approved, register the product to be repaired, print the service request form, and send it to the M3 Germany Service Center (for customers in Germany and nearby regions). Customers in other regions should contact their nearest M3 Service Center to proceed with the repair. A qualified M3 engineer will repair the product and return it to you as quickly as possible.

Individually customized support structure

With M3 Mobile, customers will receive answers and relevant information from certified regional service centers and technical support teams at the same time. We are always committed to enhancement of our customers' experiences and satisfaction with our professional care and by offering a wide range of warranty options as well as competitive repair prices for various problems.

Type of M.S.C. Services



Information Technology Center (ITC)

M3 Mobile provides software updates and technical support from the Information Technology Center for troubleshooting purposes. (http://itc.m3mobile.net)

- Web Support
- Help desk
- Technical support and requests or inquiries for errors
- Quick response
- Assigned to professional engineer upon inquiry
- Upgrade the OS or download to the latest



GLOBAL SERVICE CENTRE/FACILITY

The M3 Authorized Service Center supports customers around the world. For the smooth communication, the M3 service center supports various languages. (Korean, English, German, Dutch, French, Spanish, Portuguese)

Germany	M3Mobile GmbH
England	BIAS Technology Support. LTD
Netherlands	QMOSS BV
France	PRESTINFO
Spain	SERDACAP
Korea	M3 Headquarter Service Center

Service availability varies by country. For more information, please contact our M3 representatives in each country.
Based on local time, the service center is typically open Monday through Friday from 8 a.m. to 5pm. (Excluding national holidays)

M3 SPEED CARE SERVICE Options and Available Support

	Service Package 1 YEAR (BASIC)	Service Package 3 YEARS	Service Package 5 YEARS
ITC web board support	Yes		
Help desks available via web board	Yes		
Technical supported included	Yes		
Warranty period	1 Year after shipment	3 Years after shipment	5 Years after shipment
Terminal Warranty	1 Year	3 Years	5 Years
Accessory Warranty	6 Months		
Battery Warranty	6 Months	1 Year	
Battery Replacement	Not support	Optional Contract	
Repair Time	14 Days	7 Days	
Accident Breakage/ fault for Terminal	Not support	Support	
Total Damage repair	Not support		
Need to sign a contract	No	Yes	

- Sometimes parts may be out of stock. For the exact repair time, please contact your service center.

Basic Warranty Service (1 year terminal, 6 months accessory)

- ITC Web Support
- Help desk Support
- Includes technical support
- Repair in approved M3 Partner Service Centers and M3 Service Centers
- One year warranty from the date of terminal delivery
- Accessories 6-month warranty
- Battery 6-month warranty
- 14 days repair time
- Damage to accessories and terminals due to self-fault is not supported
- Contract is not required (automatic conclusion of service from the time of delivery completion)

3 Years' Service Package

- ITC Web Support
- Help desk Support
- Includes technical support
- Repair in approved M3 Partner Service Centers and M3 Service Centers
- 3 years warranty from the date of terminal delivery
- Accessories 6-month warranty
- Battery 1 year warranty
- 7 days repair time
- Support for repair of accidentally broken or defected terminals
- Contract Required
- **Total Damage (3 or more than 3 of 4 main parts damaged) cannot be compensated or repaired.**

5 Years' Service Package

- ITC Web Support
- Help desk Support
- Includes technical support
- Repair in approved M3 Partner Service Centers and M3 Service Centers
- 5 years warranty from the date of terminal delivery
- Accessories 6-month warranty
- 7 days repair time
- Battery 1 year warranty
- Support for repair of accidentally broken or defected terminals
- Contract Required
- **Total Damage (3 or more than 3 of 4 main parts damaged) cannot be compensated or repaired.**

Warranty Policy



Definition of Product Warranty Coverage and Warranty Period

The product warranty period refers to the duration during which the manufacturer or product seller provides free repairs for performance and functionality defects that occur naturally in a normal environment.

Through a service package, users have the option to extend the warranty period to 3 years or 5 years.

The product's warranty period is calculated based on the purchase date, and the purchase date is verified through the product warranty certificate or purchase receipt. However, in the absence of the warranty certificate and purchase receipt, the company determines the warranty conditions based on the warranty information issued by the company at the time of production of the respective product. In this case, the purchase date is calculated by adding 3 months (the typical distribution period) to the production year and month.

Free Repairs

Performance and functional failures occurring under normal usage conditions will be repaired free of charge within the product warranty period (basic or service package period).

If an authorized CS engineer repairs the product free of charge or for a fee during the basic warranty period (1 year for terminals/batteries & accessories for 6 months) or the service package period, and the same malfunction occurs within 3 months under normal usage conditions, the corresponding component will be replaced free of charge. (Even if the occurrence of the same malfunction is after the warranty period has expired, free repair will be applied only for the same component within 3 months.)

In the case of purchasing a service package, free repairs will be carried out within the service package period for damages caused by user negligence, excluding total damage.

Paid Repairs

- Products beyond the service package and warranty period.
- Inspection, software adjustments, and updates for products beyond the service package and warranty period.
- Removal of dust, cleaning, and removal of foreign objects inside the product.
- Failures resulting from not adhering to the precautions stated in the user manual.
- Failures due to usage exceeding the specified electrical capacity.
- Failures caused by unauthorized consumables or optional items not approved by the manufacturer.
- Failures resulting from repairs by someone other than a CS engineer from the manufacturer's authorized service center. *Repair itself may be refused depending on the product. (Refer to the product warranty certificate.)
- Experiencing failures or damage due to external impacts, drops, etc., if a service package is not purchased.
- Failures due to acts of nature (lightning, fire, earthquake, natural disasters, flooding, etc.).
- When the lifespan of consumable parts, such as batteries, has ended.

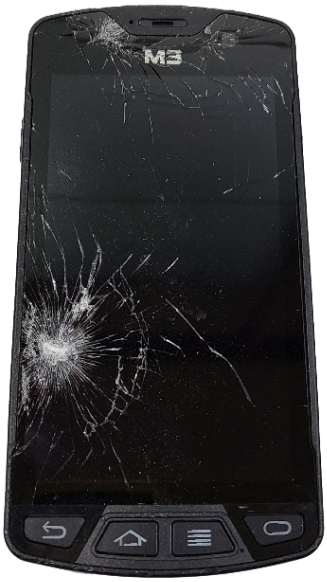
Out-of-Warranty Policy

Even after the expiration of the service package and warranty period, M3 products can still undergo repairs at the service center. However, charges will be applied for repairs due to warranty expiration.

- User-induced product damage.
- In the case of performance degradation due to excessive dust/pollution
- Scratches and damage to the display.
- Damaged/cracked/deformed displays, touch panels, main bodies, PC boards, or triggers.
- Damage/cracks to internal/external plastic components.
- Damaged or missing parts.
- Minor defects such as scratches/dents.
- Water damage.

Damage to accessories is not supported for out-of-warranty repairs.

Definition of Total Damage








Total Damage

Total Damage, even if you have subscribed to the service package for 3 years or 5 years, is **not eligible for repair.**

Total Damage is

- that **3 or more than 3 of 4 main parts** of the terminal are damaged,
  Four main parts: **body, motherboard, display, scanner**

- Example) Display, motherboard damage – **Not Total Damage** – repairable
- Example) Display, motherboard, scanner damage – **Total Damage** – not repairable

Precautions in case the terminal is exposed to liquids



If a water-resistant product has been exposed to water or liquid, please follow the instructions below:

- Wipe the product thoroughly with a soft and clean cloth to completely dry it.
- Do not connect the charger or accessories until the product is completely dry. Connecting the charger with damp external ports may damage the product.

Avoid using heating devices (e.g., hairdryers) when drying the moisture, and refrain from cleaning the product with soap, detergent, abrasive materials, chemicals, compressed air, ultrasound, or external heat sources. Failure to follow these precautions may lead to discoloration, corrosion, or other damage.

Check Warranty Status



The warranty period can be checked on the website.

The information can be checked by entering ID, password, and S/N of the device on the website.
(The terminal S/N is written on the inside of the battery mounting location)

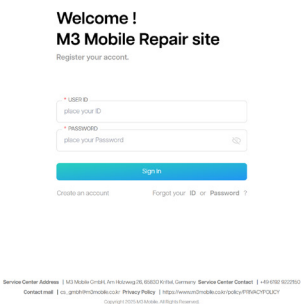
How to check

1. Ask ID (e-mail) and Password to our CS Team(cs@m3mobile.co.kr) for login.
2. Log in with the received information on the website http://cs.m3mobile.net/member/login.
3. After login the warranty status will be shown after entering the S/N of the purchased product.

Red color means the warranty has expired.

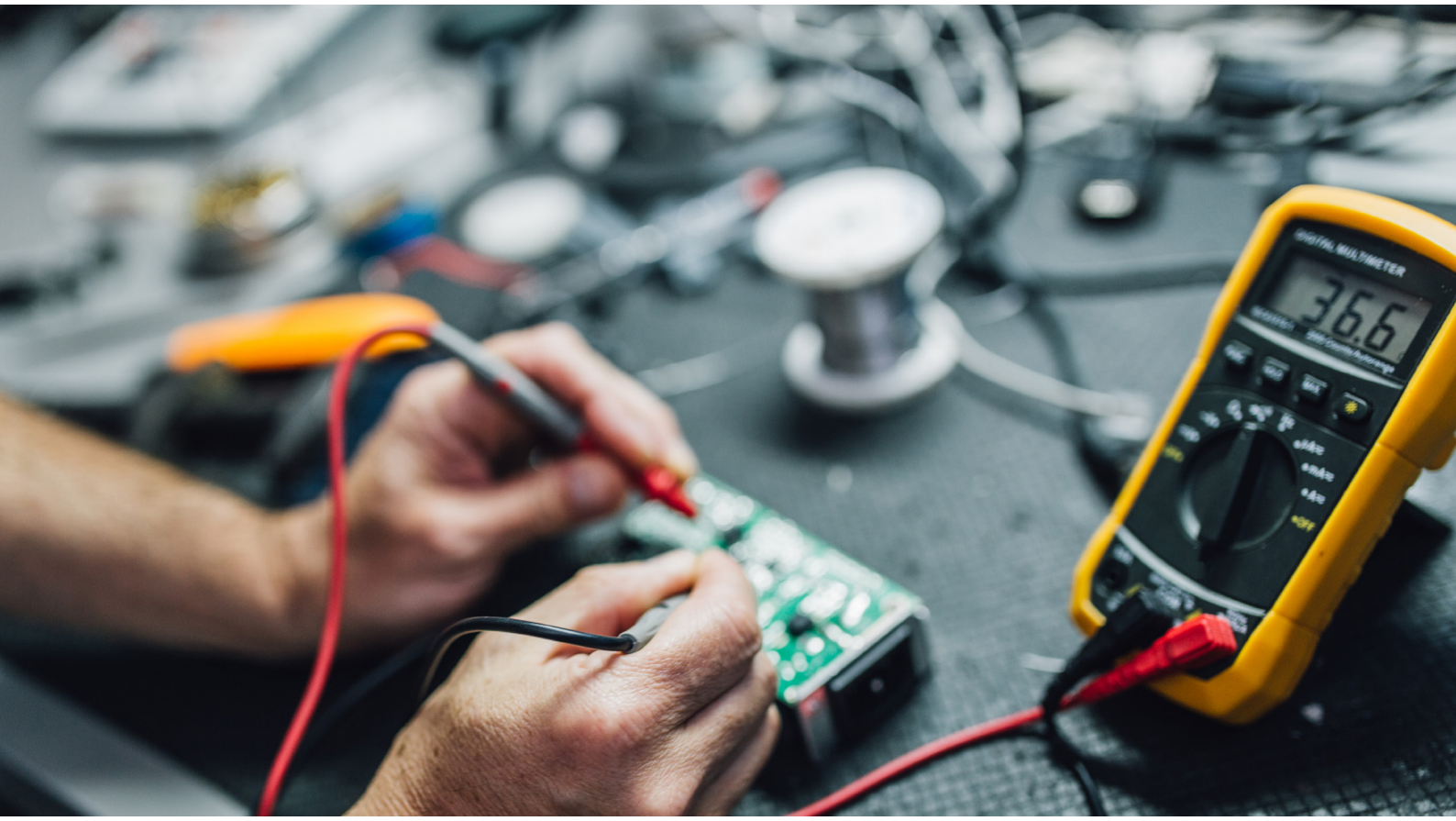
Green color means under warranty.





Or you can easily check it by creating an account at https://www.m3-service.net/.

DOA



Every M3 terminal and accessory must pass all necessary tests prior to shipment, but shock or mishandling during delivery can cause unexpected work behavior as it should not be.

In such cases, „**DOA**" will be called, compensation and replacement will be followed in accordance with the procedure.

Condition

1. Terminal & Accessories will be recognized as DOA by notifying the M3 representative after finding the problem **within 2 months of receipt**.
2. M3 supports all repair and exchange shipping costs.

How to Support

1. Replacement
After sending the DOA terminal to the M3 Headquarter Service Center in Korea or M3 GmbH in Germany, the person in charge checks the symptoms and sends the new terminal to the customer.

2. Product repair support
The authorized service centers of M3 around the world check for defective terminals and accessories, repair them, and resend them to customers.

Contact information for M3 MOBILE Service Center



HQ Customer Service Team

Tel : +82-32-623-0037
Email: cs@m3mobile.co.kr

Korea - M3 Headquarter Service Center

#1105, Ace Techno Tower 10th, 196, Gasan Digital 1-ro, Geumcheon-gu, Seoul, Republic of Korea
ZIP Code: 08501
Tel: +82-2-574-0037
Email: cs@m3mobile.co.kr
Language: Korean, English

Germany - M3 Mobile GmbH

Am Holzweg 26, D-65830 Kriftel, Germany
Tel: +49 6192 9222150
Email: cs_gmbh@m3mobile.co.kr
Languages: German, English, Korean

England - BIAS Technology Support. LTD
7, Blackchil Road West, Holton Heath Trading Park, Poole, Dorest United Kingdom, BH16 6LE
Tel: +44 01202 620955
Email: enquiries@m3-mobile-repair-centre.co.uk
Language: English

Netherlands - QMOSS BV
Bredasebaan 1B 4744 RZ Bosschenhoofd, Netherlands
Tel: +31 (0)85 021 23 70
Email: jse@qmoss.eu
Language: Dutch, English

France - PRESTINFO
18, avenue de la ZAC de CHASSAGNE, 69360 TERNAY, Lyon city, France
Tel: +33-(09)72189150
Email: repaircenter.m3@prestinfo-maintenance.com
Language: French, English

Spain - SERDACAP
Calle Isabel Colbrand 10, oficina 164, 5ª planta (puerta de acceso calle 1), 28050 Madrid
Tel: +34 91 358 81 35
Email: s.delgado@serdacap.com
Language: Spanish, English

Service Center information and service package details can be obtained from the M3 sales representative.

Our sales representative would be pleased to answer any other questions.
Email: sales@m3mobile.co.kr

NOTE



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Revision NO. VER2 25/08/2025