

Pocket Tester 1st Year Warranty Information

Terms and Conditions

The Pocket Tester comes with a one year limited warranty. The limited warranty only applies to the normal use of Packet Tester. It does not cover any damage or defects arising from:-

1. Failure to use the Pocket Tester in accordance with written instructions of Teradyne or Honda, or use with vehicles, motors or systems other than those for which it is designed.
2. Neglect or misuse of the Pocket Tester including any damage arising from accident, abuse or disaster.
3. Any alteration, modification or maintenance of the Pocket Tester or any part thereof by a party other than Teradyne or without Teradyne's prior written consent.
4. The use of parts or accessories that are not approved by Teradyne.
5. Any consumable items or parts being lost or failing from normal wear and tear. The Pocket Tester SD memory card, jacket membranes and stylus are included in this category.
6. The corruption of HDS software by miss-use. The resetting of the software to factory settings can be performed by Teradyne as a chargeable repair at the request of the Dealer. Any user data or software applications loaded by the Dealer may be lost.
7. The corruption of software by virus. Further, Teradyne is not responsible for any software or data other than that loaded at time of manufacture, or software or data that exists in the current released version of software supplied on newly manufactured hardware. Upon return, any stored data may be subject to reformatting or deletion and Teradyne will have no responsibility for data stored on the Pocket Tester.

Standard warranty process

During the 1st year warranty period you can request an advanced replacement in the event of a hardware failure. In most regions you will receive a replacement unit within 1 to 2 days of logging a call with the Hot-line. You will then return the suspect faulty part to Teradyne in the same packaging used for the replacement part. Note that if the suspect faulty unit is subsequently determined to be No-Fault-Found, or to have suffered from user induced damage, or to not meet the terms of the warranty, you may be subject to a charge from Honda. The replacement unit will not be your original unit, but may be a refurbished unit.

NOTE: In the event of limited or zero stock of replacement units at your local Distribution Centre during the 1st year warranty period, Teradyne will require

you to return your suspect faulty unit before a replacement unit will be dispatched. Teradyne will organise collection of the suspect faulty unit. You should receive your replacement unit within 4 to 7 days of logging a call with the Hot-line. Note that if the suspect faulty unit is determined to be No-Fault-Found, or to have suffered from user induced damage, or to not meet the terms of the warranty, you may be subject to a charge from Honda. The replacement unit will not be your original unit, but may be a refurbished unit.

Non-warranty repair process

For non-warranty repairs Teradyne will arrange collection of the faulty unit. You will have to pre-pay a fixed price, including all freight charges, for the repair. The Hot-line will advise you of the fixed price when you call. You will receive your original repaired unit back within 9 to 21 days of logging a call, depending upon your location. Teradyne will not be responsible for any user data or software stored on the Pocket Tester.

Customer Service Hot-line

You may call one of the service Hot-lines listed, during normal hours of operation, to resolve failures and replace faulty components. Note that Hot-lines outside your region may not support your local language. Refer to the tables for phone, fax and email details. Before contacting a Hot-line please ensure:

- That you have first followed the checks in the Troubleshooting section in the Installation and Setup Guide.
- If possible, you have run the Troubleshoot System Diagnostics routine twice (to confirm the failure), and have the error codes ready to assist the hot-line agent.
- That you have a record of the serial number (if serialised) of the faulty component of Pocket Tester.
- That you have your dealer/site code information ready.

Call the service Hotline if you need assistance with Pocket Tester operational failure and Pocket Tester System Diagnostics error codes. Please do not call a Teradyne Hotline if you need assistance with:

- Vehicle and diagnostic issues, including vehicle DTC's (please call your Honda Technical support centre.)
- Training (please call your local training centre)
- Dealer network, PC and printer configurations (please call your local Dealership Systems Provider)

Teradyne Customer Hot-lines for hardware support:

Country	Telephone	Fax	Service location **
USA (Honda)	1-800-346-6327		USA - Torrance
Canada	1-800-465-4406		Canada
Japan	0081 3 5666 1555	0081 3 5666 1550	Japan - Tokyo
Antigua	001 313 294 3087	001 313 294 3088	USA - Detroit
Argentina	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Aruba	001 313 294 3087	001 313 294 3088	USA - Detroit
Bahamas	001 313 294 3087	001 313 294 3088	USA - Detroit
Barbados	001 313 294 3087	001 313 294 3088	USA - Detroit
Bermuda	001 313 294 3087	001 313 294 3088	USA - Detroit
Bolivia	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Brazil	(0055) 11 5524 8712	(0055) 11 5523 8457	Brazil SaoPaulo
Chile	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Columbia	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Costa Rica	001 313 294 3087	001 313 294 3088	USA - Detroit
Curacao	001 313 294 3087	001 313 294 3088	USA - Detroit
Dominican Republic	001 313 294 3087	001 313 294 3088	USA - Detroit
Ecuador	005 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
El Salvador	001 313 294 3087	001 313 294 3088	USA - Detroit
Grand Cayman	001 313 294 3087	001 313 294 3088	USA - Detroit
Grenada	001 313 294 3087	001 313 294 3088	USA - Detroit
Guatemala	001 313 294 3087	001 313 294 3088	USA - Detroit
Guayana	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Haiti	001 313 294 3087	001 313 294 3088	USA - Detroit
Honduras	001 313 294 3087	001 313 294 3088	USA - Detroit
Jamaica	001 313 294 3087	001 313 294 3088	USA - Detroit
Mexico	001 313 294 3087	001 313 294 3088	USA - Detroit
Nicaragua	001 313 294 3087	001 313 294 3088	USA - Detroit
Panama	001 313 294 3087	001 313 294 3088	USA - Detroit
Paraguay	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Peru	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Puerto Rico	001 313 294 3087	001 313 294 3088	USA - Detroit
St. Kitts	001 313 294 3087	001 313 294 3088	USA - Detroit
St. Lucia	001 313 294 3087	001 313 294 3088	USA - Detroit
St. Martin	001 313 294 3087	001 313 294 3088	USA - Detroit
Surinam	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Trinidad	001 313 294 3087	001 313 294 3088	USA - Detroit
Uruguay	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Venezuela	0055 11 5524 8712	0055 11 5523 8457	Brazil SaoPaulo
Austria	0800 291 038	0044 161 491 9222	UK Manchester
Belgium	0800 75634	0044 161 491 9222	UK Manchester
Denmark	808 81749	0044 161 491 9222	UK Manchester
Finland	0800 113005	0044 161 491 9222	UK Manchester
France	0800 913 145	0044 161 491 9222	UK Manchester
Germany	0800 180 82000	0044 161 491 9222	UK Manchester
Ireland	1800 552 173	0044 161 491 9222	UK Manchester
Italy	800 791 036	0044 161 491 9222	UK Manchester
Netherlands	0800 023 1009	0044 161 491 9222	UK Manchester
Norway	800 18019	0044 161 491 9222	UK Manchester

Portugal	800 831 431	0044 161 491 9222	UK Manchester
Spain	900 948964	0044 161 491 9222	UK Manchester
Sweden	020 790 092	0044 161 491 9222	UK Manchester
Switzerland	0800 836 442	0044 161 491 9222	UK Manchester
United Kingdom	0800 917 8812	0044 161 491 9222	UK Manchester
Other markets	0044 161 491 9535	0044 161 491 9222	UK Manchester

** Service inventory may be dispatched from a different location

You can also email your request to the following email addresses:

North America	hondasupport@teradyne.com
South America	hondasupportsouthamerica@teradyne.com
Japan	japanhondasupport@teradyne.com
Europe	hondasupporteurope@teradyne.com

Ordering Spare Parts

Spare parts are available to order. For the USA order parts by calling the Honda Tools and Equipment Program phone number 1-800-424-6857 using the Reorder part numbers below. For other regions order parts from your Teradyne hot-line listed using the Teradyne part numbers below. Note that part numbers containing XX and YY are country specific. Prices will be quoted at time of purchase.

Description	Teradyne part #	USA Reorder part #
Common parts to all systems		
Carry case	3557-1116-00	TDS3557111600
Installation & Setup Guide	3555-9001-00	TDS3555900100
Software CD	3557-0901-00	TDS3557090100
Pocket tester 3950 Battery Charger	8410-3578-YY	TDS8410357801
Custom adapter (for battery charger)	3557-1111-00	TDS3557111100
Pocket PC (language specific)	3557-1104-XX	TDS3557110401
Pocket tester screen membrane (2 per)	9021-1853-00	TDS9021185300
64 Mbyte Flash card	9021-1849-00	TDS9021184900
User Self Test Adapter	3557-1108-00	TDS3557110800
User Self Test Power Leads (for HIM)	3557-1119-00	TDS3557111900
Automotive specific parts		
Automotive DLC cable	3557-1081-00	TDS3557108100
3 – Pin Adapter	3557-1022-00	TDS3557102200
12v Accessory Power Cable	3557-1082-00	TDS3557108200
Marine specific parts		
Velcro Strips (cable retention)	5231-3210-00	TDS5231321000
Extension cable (3000mm)	3557-1083-00	TDS3557108300
DLC cable (1500mm)	3557-1084-00	TDS3557108400
Split grommet for marine	3557-1113-00	TDS3557111300
Motorcycle specific parts		
Velcro Strips (cable retention)	5231-3210-00	TDS5231321000
DLC cable (1500mm)	3557-1084-00	TDS3557108400
Trigger switch	3557-1086-00	TDS3557108600

Note: XX denotes operating system language 01=US, 21=EU, 31=UK, 41=German, 51=French, 61=Italian, 71=Spanish, 91=Japanese.

Note: YY denotes AC charger variants 01=US or International, 21=EU, 31=UK.