

Snap-on Diagnostics Repair Guide

United States

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Technical Support: 800-424-7226

Franchisee Only SMS: 210-343-1202

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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
- **An RMA Number is REQUIRED**

Step

2

Print a Service Repair Form from Chrome

- Complete and print a Service Repair Form with the RMA on it.

Step

3

Pack it up Properly

- **Include Service Repair Form WITH the required RMA Number**
- Include all requested & required parts and accessories
- Place required DOT decal on the box **IF** the battery will be included
 - Battery must be removed and packaged separate from product body

Step

4

Put the RMA Number on the UPS Label

- Put the RMA number in the *Attention* field of the UPS label
- Ship **Warranty Repairs** using UPS CampusShip
 - Select **WARRANTY REPAIR- DIAGNOSTICS**
 - Select **Bill the Receiver**

Step

5

Send it in!

Be sure to always get an RMA Number before sending any tool in to avoid repair and return shipping delays.

Non-Warranty Repair Program & Required Repair Items

APOLLO Family
MODIS Edge
MT2600
SOLUS Edge / Legend / Plus
TRITON Family
VANTAGE Legend

Required items for repair:



Platform



DA4 Data Cable



AC Adapter



Battery
ONLY IF requested



DOT Label
(part# SSUN3481)

Basic Service Charge	\$127.00	Minimum Handling & Processing Charge
Level 1	\$290.00	Housing, software reload, LCD/touchscreen, Thumb pad & buttons
Level 2	\$718.00	Main board and Level 1 if required

Additional Repair Charges

TRITON Scan Module	\$284.00	Housing, Circuit board, and factory firmware reload
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ZEUS Family
VERUS Edge

Required items for repair:



Display Unit



Scan Module



AC Adapter



Battery
ONLY IF requested



DOT Label
(part# SSUN3481)

Please note: Windows 10 Upgrade required for all Windows 7 platform repairs

Basic Service Charge	\$127.00	Minimum Handling & Processing Charge
Level 1	\$265.00	Factory software reload, Housing, Bezel, Screen protector, Auxiliary circuit board(s), Thumbpad, USB ports
Level 2	\$570.00	Hard disk drive, Camera, RAM module, LCD / Touchscreen, & Level 1 if required
Level 3	\$955.00	Main board and Level 1 and/or 2 if required

Additional Repair Charges

Scan Module	\$284.00	Housing, Circuit board, and factory firmware reload
M4 Scope Module	\$396.00	Housing, Circuit board, and factory firmware reload
Windows 10 Upgrade	\$164.50	Required for all Windows 7 platform repairs Requires 22.4 or newer Software Upgrade (included with Level 1 or higher if applicable)

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

ETHOS Edge P1000

Required items for repair:



Platform



DA4 Data Cable



Do **NOT** include
AA Batteries



EDGE ONLY

Battery
Only IF requested



EDGE ONLY

DOT Label
(part# SSUN3481)

Basic Service Charge \$127.00 Minimum Handling & Processing Charge

Level 1 \$211.00 Thumb pad and buttons, internal cables, housing, and factory software reload

Level 2 \$450.00 Display, Touchscreen, & Main board replacement and/or related repairs

Thermal Imager Family

Required items for repair:



Thermal Imager
Elite



Battery



DOT Label
(part# SSUN3481)

Level 1 \$211.00 Housing, battery, thumbpad, and display

Level 2 \$450.00 Thermal camera

Warranty Repair Shipping

For warranty repairs, use the “**WARRANTY REPAIR - DIAGNOSTICS**” address from the Corporate Address Book found in your **UPS CampusShip**. When selected Snap-on will cover the shipping charges for Warranty shipments. To do this when creating a label in Step 6 - *How would you like to Pay?* Select “Bill the Receiver” and Snap-on account will be automatically populated.

IMPORTANT: An RMA from technical support **MUST** be obtained first, and warranty status is dependent on the limitations stated the product’s Warranty Statement.

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.
- A repairable core is required; if the product is determined to be damaged beyond repair it will be returned to the sender
- Products poorly packed and damaged during shipping 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.

DOT Battery Shipping Label



Required DOT Label



Snap-on Part# SSUN3481

Incorrect Label



DO NOT USE

Expedited Return Shipping Rates

Product Families	UPS 2-day	Optional UPS Next Day
APOLLO, ETHOS, MODIS, SOLUS, TRITON, & VANTAGE	Included	\$66.00
Thermal Imager	Included	\$66.00
VERUS, ZEUS	Included	\$92.00

Other Diagnostic Products

Product	Flat Rate Repair	UPS 2-day	Optional UPS Next Day
Basic Service Charge	\$99.00	Included	\$26.00
Harley Davidson Adapter	\$255.00	Included	\$26.00
Low Amp Probe	\$220.00	Included	\$26.00
PassThru Pro III & IV	\$385.00	Included	\$36.00
PassThru Assistant	877-888-2534, Option #3	-	-
SIA 2000 Leads	\$266.00	Included	\$26.00
SIA 2000 Module	\$640.00	Included	\$36.00
FGA 300A	No longer repaired	-	-
FGA 305A	Call 855-766-4323	-	-

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. This warranty does not cover device damage, malfunctions and/or failures caused by installations, modifications, repairs or opening of the product by anyone not authorized to do so by Snap-on. See the Warranty Statement included with each tool for coverage specifics.

12 Months:

- APOLLO Family
- ETHOS Edge
- MODIS Family
- SOLUS Family
- Thermal Imager Family
- TRITON-D8/D10
- VANTAGE Family
- Scan Module (upgrade / replacement)

24 Months:

- VERUS Family & Scan Module
- ZEUS Family & Scan Module
- TRITON Gen3 & Scan Module
- MT2600

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 - 180 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. Be sure to call, text, or email Technical Support to obtain an RMA.

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

Warranty, Pre-approved, & 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, a pre-approved level of 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.

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 and/or Data Cable covered in the flat rate repair 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?



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