

**SUPPLIES,
ACCESSORIES
AND SERVICE**

SALES FORM 35

QWINT
DATA, INC.



QWINT
PERSONAL
COMMUNICATIONS TERMINALS

SUPPLIES,
ACCESSORIES
AND SERVICE

SALES FORM 35

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FOR SALES:

QWINT DATA, INC.
3455 COMMERCIAL AVENUE
NORTHBROOK, IL 60062
USA
(312) 564-0910
TLX 270498
FAX (312) 564-4714

FOR SERVICE:

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3455 COMMERCIAL AVENUE
NORTHBROOK, IL 60062
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QWINT DATA reserves the right to change the prices, policies, and offers made in this document at any time. Contact QWINT or your distributor for current information.

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CHAPTER 1. SUPPLIES: RIBBONS AND PAPER

1.1 RIBBONS

Qwint offers two types of ribbon cartridge. Either may be used in all Qwint terminals, 740 series and 780 series.

PART NUMBER	DESCRIPTION	PRICE
AT10200-0 (RIB-1)	Non-inking ribbon cartridges, rated 1.5 million characters per cartridge. 6 ribbons/box.	\$11.00/ea \$66.00/box
AT10121-0 (RIB-3)	Re-inking ribbon cartridges, rated 10 million characters per cartridge. 6 ribbons/box.	\$22.00/ea \$132.00/box

1.2 PAPER

Qwint stocks three types of paper for use in Qwint terminals. All are supplied on rolls, 8-7/16" (214 mm) in width. Paper is sold by the carton.

PART NUMBER	DESCRIPTION	PRICE
10245-1	2-3/8" diameter rolls, white bond paper, carton of 25 rolls/box	\$1.72/roll \$43.00/box
10250	4-1/2" diameter rolls, white BOND paper, carton of 12 rolls/box	\$4.58/roll \$54.96/box
10251	4-1/2" diameter rolls, white STANDARD paper, carton of 12 rolls/box	\$3.58/roll \$42.96/box

1.3 Any of the paper rolls we supply will fit on the paper brackets of any Qwint terminal. Keep these factors in mind in choosing the right paper for your application:

PORTABLE USE:	Buy 2-3/8" diameter rolls. Larger rolls will fit on all paper brackets, but only these fit in the carrying case.
LOW-PAPER SWITCH:	On models equipped with the low-paper detector (-LP option), buy 4-1/2" rolls.
PAPER LIFE:	For documents which will be filed, buy BOND paper--good quality, similar to the paper this booklet is printed on. For economy, buy STANDARD paper-- groundwood paper, similar to heavy newspaper stock.

CHAPTER 2. ACCESSORIES

2.1 COMMONLY REQUESTED ACCESSORIES

The following are the accessories that are most commonly requested to support Qwint terminals:

PART NUMBER	DESCRIPTION	PRICE EACH
CUP-300	Acoustic adapter, 30 cps. For 744/745 domestic machines with internal 300 baud modem.	\$154.00
CUP-304 (REPLACES CUP-301)	Acoustic adapter, 30 cps. For 744/745 international machines with internal 300 baud modem.	\$154.00
CUP-120	Acoustic adapter. For 784/785 machines with internal 300/1200 baud modem. (Acoustic operation at 1200 bps only with optional error detection/correction software.)	\$154.00
KT12550-1	Carrying case.	\$84.00
KT10416	Low paper kit. Paper bracket with switch, wiring. (Requires installation at factory or by authorized service agent.)	\$81.00
12107	Modular telephone cord. RJ-11 modular jack at each end. 7 feet long.	\$4.95
01617	Modular telephone cord. RJ-11 modular jack at each end. 25 feet long.	\$10.30

2.2 COMPATIBILITY OF ACCESSORIES

Please check with your dealer or distributor, or directly with Qwint Data, on the compatibility of these accessories with your specific model of Qwint terminal.

CHAPTER 3. DOCUMENTATION

3.1 TYPES OF DOCUMENTATION

Qwint Data publishes two different kinds of documents to help you use your Qwint Personal Communications Terminal:

EASY-USE CARDS.	Condensed, illustrated instructions for users, in pamphlet form. Can remind an experienced user how to perform seldom-used functions.
MANUALS.	Complete instructions in booklet form. Four types of manuals are supported:
USER'S GUIDES.	Operating instructions for the typical user. Non-technical. Assume that the terminal has been installed and programmed correctly.
PROGRAMMER'S REFERENCE MANUALS.	Technical information on how to program the terminal for various interfaces, and on character codes and control sequences. Technical information for programmers, engineers, and technicians.
INSTALLATION INSTRUCTIONS.	Information on how to connect the terminal to telephone lines and other interfaces. For technicians.
TELEX CONFIGURATION INSTRUCTIONS.	Information on how to program the terminal specifically for use for Telex service. For technicians.

3.2 DOCUMENTATION PRICES

DESCRIPTION	PRICE EACH
MANUALS, all types. See below for list of titles.	\$10.00
EASY-USE CARDS, all types. See below for list of titles.	\$0.50

CHAPTER 3. DOCUMENTATION (Cont'd)

3.3 WHICH DOCUMENTS APPLY TO YOUR MACHINE

The chart below matches document titles, to specific Qwint terminals.

MANUALS				
DOMESTIC TERMINALS	USER'S GUIDE	PROGRAMMER REFERENCE	INSTALL. INSTRUCT.	TELEX CONFIG.
RO743, RO744, RO745	GDR3/4	-----	-----	-----
KSR743	GDK3	MNM4	-----	-----
KSR744, KSR745	GDK4	MNM4	-----	MN744-TLX
MSR742-5, MSR742-15	GDM2-5	MNM2-5	-----	-----
MSR743	GDM3	MNM4	-----	-----
MSR744, MSR745	GDM4	MNM4	-----	MN744-TLX
MSR783, MSR784, MSR785	UGM4	PMM4	-----	-----

INTERNATIONAL TERMINALS	USER'S GUIDE	PROGRAMMER REFERENCE	INSTALL. INSTRUCT.	TELEX CONFIG.
KSR741-I	GDK12-I	PRM4-I	IMM4-I	TLX2I
KSR742-I	GDK12-I	PRM4-I	IMM4-I	-----
KSR743-I	GDK4-I	PRM4-I	IMM4-I	-----
KSR744-I, KSR745-I	GDK4-I	PRM4-I	IMM4-I	TLX2I
MSR741-I	GDM12-I	PRM4-I	IMM4-I	TLX2I
MSR742-I	GDM12-I	PRM4-I	IMM4-I	-----
MSR743-I	GDM3-I	PRM4-I	IMM4-I	-----
MSR744-I, MSR745-I	GDM4-I	PRM4-I	IMM4-I	TLX2I

EASY-USE CARDS

TERMINAL TYPES	CARD NO.	DESCRIPTION
MSR743, MSR744, MSR745, MSR743-I, MSR744-I, MSR745-I	SF87	EDIT FUNCTIONS REFERENCE CARD (for ASCII MSRs)
KSR744, KSR745, MSR744, MSR745 (DOMESTIC)	SF101 SF103 SF139 SF142 SF158	TELEX REFERENCE CARD (W.U.) TWX REFERENCE CARD (W.U.) EASYLENK REFERENCE CARD (W.U.) MCI MAIL REFERENCE CARD ITT WORLD COMMUNICATIONS TIMETRAN STORE & FORWARD
	SF143 SF148 SF145 SF144 SF159	GRAPHNET REAL-TIME GRAPHNET STORE & FORWARD RCA REAL-TIME (RCA GLOBCOM) RCA STORE & FORWARD McDONNELL DOUGLAS ONTYME

CHAPTER 4. ORDERING FROM QWINT DATA

4.1 PLACING YOUR ORDER

To order from Qwint Data, please call, write, Telex, or facsimile your order as follows:

QWINT DATA, INC.
3455 Commercial Avenue
Northbrook, Illinois 60062 USA
TEL (312) 564-0910 TLX 270498 FAX (312) 564-4174

Qwint Sales Department office hours are 8:00 AM to 5:00 PM, Central time, Monday-Friday.

4.2 MINIMUM ORDER

The minimum factory order is \$50.00, not including shipping or applicable taxes. A handling charge of \$20.00 will be applied to smaller orders.

4.3 PRICES

The prices quoted in this booklet do not include applicable federal, state, or local taxes. Prices are in U.S. dollars, and are effective as of October 1, 1987. All prices in this booklet are subject to change without prior notice.

4.4 SHIPPING AND PAYMENT, U.S. CUSTOMERS

Invoices are payable net 30 days for established open account U.S. customers with a written purchase order. Freight charges are prepaid and added to the invoice. Shipping will be via UPS for small orders, truck for large orders, unless arranged otherwise.

Customers who have not yet established an open account are required to place initial orders on a C.O.D. basis. Open account status may be established for subsequent orders upon receipt and review of appropriate credit information. Shipping charges will be included in the C.O.D. amount collected.

4.5 SHIPPING AND PAYMENT, CUSTOMERS OUTSIDE U.S.

Terms for customers outside the United States are:

Orders under \$1,000.00....wire transfer,
\$1,000.00 and up...irrevocable letter of credit.

Orders will normally not be scheduled for delivery until firm payment arrangements have been made. Shipment will normally be by air freight, freight charges C.O.D.

CHAPTER 5. TECHNICAL ASSISTANCE

5.1 TECHNICAL DATA, APPLICATIONS ASSISTANCE

For help in selecting the right Qwint product for your application, please contact Qwint Data in writing, or by phone, Telex, or facsimile, as follows:

QWINT DATA, INC.
Attention: Technical Support
3455 Commercial Avenue
Northbrook, IL 60062 USA
TEL (312)564-0910 TLX 270498 FAX (312) 564-4714

5.2 SERVICE ASSISTANCE

For service on your Qwint product, see Chapter 6.

CHAPTER 6. HOW TO GET SERVICE ON QWINT PRODUCTS

6.1 FACTORY AND WARRANTY SERVICE

All warranty and factory service on Qwint Data products will be performed by Qwint's Factory Service Agent, Zebra Technologies Corporation. Zebra, sister company to Qwint Data, also manufactures Qwint products under contract to Qwint. The Qwint Warranty appears in Appendix A, below.

Contact Zebra as follows:

ZEBRA TECHNOLOGIES CORPORATIONS
3455 Commercial Avenue
Northbrook, Illinois 60062 USA
TEL (312) 564-1800 TLX 206230 FAX (312) 564-4714

ZEBRA service hours are 7:30 AM to 5:00 PM, Central time, Monday-Friday.

6.2 RETURN AUTHORIZATION

Before returning products to Zebra for service, please write, telephone, Telex, or fax for Return Authorization. The right is reserved to refuse warranty service for products returned without such authorization. Zebra's service personnel will attempt to identify the problem, and in many cases can help you clear the problem immediately, without the need for return.

6.3 RETURN INSTRUCTIONS

If it is necessary to return equipment to Zebra for service, please pack the equipment in the original packing or shipping container, or a comparable container. NOTICE: THE PORTABLE CARRYING CASE IS NOT, BY ITSELF, AN ADEQUATE SHIPPING CONTAINER FOR QWINT TERMINALS. Ship transportation prepaid to ZEBRA. Inside, please enclose a brief description of the problem, and show the Return Authorization number provided by ZEBRA.

6.4 ZEBRA SERVICE CHARGES

Qwint products not covered by the Qwint warranty or a Zebra service contract will be repaired at time and materials charges in effect as of the time of receipt by Zebra. The current labor charge is \$62.00 per hour, with a one hour minimum charge.

6.5 RENTAL MACHINES

Zebra will make every effort to repair and return Qwint terminals with minimum delay. In case of emergency, Zebra can make rental machines available during the time customer machines are in repair. The current charge is \$80.00 plus shipping. Contact Zebra for details.

CHAPTER 6. HOW TO GET SERVICE ON QWINT PRODUCTS (Cont'd)

6.6 ZEBRA SERVICE CONTRACTS

Zebra offers Qwint customers the following fixed annual rates for repairs, under a Zebra Service Contract:

PRODUCT COVERED	ANNUAL CHARGE
740 SERIES TERMINALS	\$165.00 PER YEAR
QWINTELEX 30	\$175.00 PER YEAR
780 SERIES TERMINALS	\$200.00 PER YEAR
ACOUSTIC COUPLERS, ALL TYPES	\$ 25.00 ADDITIONAL TO TERMINAL BASE RATE

To be eligible for coverage, the contract must be arranged for in advance. Terminals that have not been under continuous coverage by the Qwint warranty, or a previous Zebra service contract, are subject to inspection. Please contact Zebra for further details.

6.7 SERVICE OUTSIDE THE UNITED STATES

Outside the United States, Qwint Data has authorized certain distributors to act as authorized service agents on Qwint products. Please contact Qwint Data for authorized service agents outside the United States.

6.8 AUTHORIZED THIRD-PARTY SERVICE WITHIN THE U.S.

Some U.S. resellers have established service programs approved by Qwint. If you purchased your Qwint equipment from a reseller, it may be covered by his warranty. Zebra is Qwint Data's sole agent for performing service under Qwint's factory warranty within the 48 contiguous states and the District of Columbia.

For out-of-warranty service, Qwint Data has authorized certain third-party service organizations to repair Qwint products. Repair of Qwint products by a currently authorized service organization will not of itself void Qwint's warranty. The designation by Qwint of any third party as an authorized service agent is intended to provide greater local access to service for Qwint's customers; however, all responsibility and liability for any service provided by a third-party service agent shall rest with such agent and not Qwint Data. Qwint Data reserves the right to add or delete authorized service agents at any time. Please contact Qwint Data with any questions as to the current status of Qwint's authorized agents. Any repair or attempted repair by unauthorized parties may void the Qwint Data warranty.

APPENDIX A. WARRANTY

A.1 WARRANTY COVERAGE

Qwint Data, Inc. ("Qwint") warrants its products against defects in material or workmanship for one (1) year from the date of original shipment by Qwint, or for their rated life (whichever period ends first). The warranty does not cover normal wear and tear. This warranty shall not apply if the product is modified, improperly installed or used, damaged by accident or neglect, or in the event of any parts having been improperly installed or replaced by the customer.

QWINT'S SOLE OBLIGATION UNDER THIS WARRANTY SHALL BE TO FURNISH PARTS AND LABOR FOR THE REPAIR (OR, AT QWINT'S SOLE OPTION, REPLACEMENT) OF PRODUCTS FOUND TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP DURING THE WARRANTY PERIOD.

Qwint has appointed Zebra Technologies Corporation ("Zebra") as its Factory Service Agent. Zebra will perform all warranty functions on behalf of Qwint. As a condition of this warranty, the customer must: (a) obtain a Return Authorization from Zebra; (b) ship the product, transportation prepaid, to Zebra; and (c) include with the product a written description of the claimed defect.

Products returned shall be packaged in the original packing and shipping container, or comparable container. In the event products are not so packaged or if shipping damage is evident, they will not be accepted for service under warranty.

Qwint or Zebra will pay for surface transportation charges for the return of the product to the customer within the 48 contiguous states and the District of Columbia. Customer shall pay shipping costs, customs clearance, and other related charges outside the designated area.

If Qwint or Zebra determine that the product returned for warranty service or replacement is not defective as herein defined, the customer shall pay all costs of handling and transportation.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Qwint cannot be responsible for the specific application to which the product is applied, including but not limited to compatibility with other equipment.

A.2 LIMITATION OF WARRANTY

Qwint and its Factory Service Agent shall not, under any circumstances whatever, be liable to customer or any other party for lost profits, diminution of good will, or any other special or consequential damages whatsoever with respect to any warranty or other claim. In addition, the responsibility of Qwint or its Factory Service Agent shall not, in any event, exceed the invoice price of the product claimed defective; nor shall Qwint or its Factory Service Agent be liable for delays in replacement or repair of products.

A.3 RATED LIFE OF SUPPLIES, COMPONENTS

The following defines the rated life of those supplies and components whose life may be exceeded before expiration of the above warranty:

COMPONENT	RATED LIFE
Non-inking ribbon, RIB-1 type	1,500,000 characters
Re-inking ribbon, RIB-3 type	10,000,000 characters
Printhead	250,000,000 characters
Motor, spacing or line feed	250,000,000 characters
Complete typing unit	250,000,000 characters
Belts, platen	500,000,000 characters

Character count can be determined by Qwint or its Factory Service Agent using the character counter within the product.