

Warranty Policy for the Purchase of the Halo, Qube and Qube 2

12 Month Warranty:

The Navman Halo, Qube and Qube 2 are covered as standard by an initial 12 month parts and labour warranty. This also covers the antenna and wiring for the tracking device and for attached devices (e.g. MDT or MNav). It does NOT cover the attached device itself (this is covered under its own warranty). The 12 Month Warranty includes the cost of travel to a customer's vehicle. Should the failure be due to a hardware fault then the faulty hardware will be replaced. The failed hardware will not be returned to the customer.

At the end of the 12 Month Warranty the customer has one of the following two warranty options:

12 Month Standard Warranty:

The 12 Month Standard Warranty provides hardware replacement from refurbished stock under the same conditions as the 12 Month Warranty.

The 12 Month Standard Warranty does NOT include travel to the vehicle location. Each visit to a site (within the UK) is chargeable at £50 per visit.

Cost per Halo / Qube / Qube2 per Week: £1.00 (to be paid quarterly and in advance by Bank Standing Order, to run in the same quarterly period as the service provision bank standing orders.)

12 Month Premier Warranty:

The 12 Month Premier Warranty provides hardware replacement from refurbished stock under the same conditions as the 12 Month Warranty.

The Premier Warranty includes travel to the customer's premises.

Cost per Halo / Qube / Qube2 per Week: £1.50 (to be paid quarterly and in advance by Bank Standing Order, to run in the same quarterly period as the service provision bank standing orders.)

No warranty described here covers physical damage. If it is found that the vehicle installation has been tampered with or that the vehicle unit itself is physically damaged then the customer will be required to pay for all costs associated with the service call (including travel, labour and replacement hardware) as listed under Adhoc Support. Replacement hardware is optional.

Adhoc Support:

Adhoc Support is applied to any hardware not covered by warranty (either by customer choice not to pay for one, or the existing warranty being voided).

Site visits and hardware replacements are all chargeable. Replacements from refurbished stock are subject to availability. Should no refurbished stock be available, replacements may be purchased from new stock.

Callout charge (within the UK): £50
Halo / Qube / Qube 2 refurbished: £300 (subject to availability)
Halo / Qube / Qube 2 new: £645
Antenna: £22
Wiring loom: £12.95
Junction Box: £18
MDT/MNav Cable: £5



For all site visits, it is expected that the customer will provide access to the vehicle within standard working hours. The expected response time is 3 working days from fault logging. Engineer visits to site will be arranged for a mutually convenient time. This is during standard office hours: 8:30am to 5:30pm Monday to Friday and from 8:00am to 12:00pm Saturdays.