



LaneHawk™ 5000

Intelligent Lighting and Camera Unit



Quick Reference Guide

Datalogic S.r.l.

Via S. Vitalino, 13
40012 Calderara di Reno — Italy
Tel. +39 051 3147011
Fax +39 051 3147205

©2017 Datalogic S.p.A. and/or its affiliates

An Unpublished Work - All rights reserved. No part of the contents of this documentation or the procedures described therein may be reproduced or transmitted in any form or by any means without prior written permission of Datalogic S.p.A. and/or its affiliates. Owners of Datalogic products are hereby granted a non-exclusive, revocable license to reproduce and transmit this documentation for the purchaser's own internal business purposes. Purchaser shall not remove or alter any proprietary notices, including copyright notices, contained in this documentation and shall ensure that all notices appear on any reproductions of the documentation. Should future revisions of this manual be published, you can acquire printed versions by contacting your Datalogic representative. Electronic versions may either be downloadable from the Datalogic website (www.datalogic.com) or provided on appropriate media. If you visit our website and would like to make comments or suggestions about this or other Datalogic publications, please let us know via the "Contact Datalogic" page.

Disclaimer

Datalogic has taken reasonable measures to provide information in this manual that is complete and accurate, however, Datalogic reserves the right to change any specification at any time without prior notice.

Datalogic and the Datalogic logo are registered trademarks of Datalogic S.p.A. in many countries, including the U.S.A. and the E.U.

LaneHawk is a trademark of Datalogic S.p.A. or of Datalogic Group companies, registered in many countries, including the U.S. and the E.U.

Patents

See www.patents.datalogic.com for patent list.

<p>See the Regulatory Addendum included with your product for additional regulatory, safety and legal information.</p>



Table of Contents

DATALOGIC S.r.l. END USER LICENSE AGREEMENT i

LaneHawk™ 5000 1

Introduction 1

 Standard LaneHawk Server Setup 1

 Network Setup 2

 Optional LaneHawk 5050 System Controller 2

Features and Labeling 3

Connection 4

Startup Sequence 5

 Status Lights 6

Communication with the POS 7

Maintenance 10

Troubleshooting 11

NOTES

DATALOGIC S.r.l. END USER LICENSE AGREEMENT

Notice to End User: There are two types of software covered by this END USER LICENSE AGREEMENT ("EULA"): (1) The Datalogic Product you have acquired contains embedded software ("Embedded Software"), which is integral to the product's operation. The Embedded Software is being provided to you under license, subject to the terms and conditions of this EULA. If you use the Datalogic Product, you will be deemed to have accepted the terms and conditions of this EULA. If you do not intend to be bound to the terms of this EULA, Datalogic is not willing to license the Embedded Software to you, you may not use the Datalogic Product, the Embedded Software, or the Application Software, and you must contact the party from whom you acquired the Datalogic Product for instructions; and (2) Optional Application Software provided to you on an optional basis, under license, subject to the terms and conditions of this EULA ("Application Software"). (Embedded Software and Application Software are collectively referred to as "Software"). Software is provided only for use with, and for authorized end users of, the Datalogic LaneHawk intelligent lighting and camera unit ("LaneHawk"). The LaneHawk™ Bottom of the Basket (BoB) unit operates with Embedded Software and optional Application Software ("Datalogic Product").

END USER LICENSE AGREEMENT TERMS

This EULA (End User Software License Agreement) ("EULA" or "Agreement") is a legally binding agreement governing the licensing of the Software and Documentation by Datalogic Srl and its subsidiaries and affiliates ("Datalogic") to the entity or person who has purchased or otherwise acquired a Datalogic Product ("End User"). For purposes of this Agreement, any software that is not Embedded Software or Application Software is software associated with a separate end-user license agreement and licensed to you under the terms of that license agreement. Software is provided only for use with the Datalogic Product and any other use of Software is strictly prohibited and may subject you to legal action. Software is provided to you under license, subject to the terms and conditions of this EULA. Any and all updates to Software shall also be subject to this EULA. In the event upgrades are made available, you will be authorized to order only one upgrade for each licensed Datalogic Product.

Datalogic and End User hereby agree as follows:

1. Definitions.

- 1.1 "Affiliate" means a business entity currently existing or later acquired that controls, is controlled by, or is under common control with Datalogic S.p.A
- 1.2 "Documentation" means materials such as user's guides, program reference guides, quick reference guides, manuals, or similar materials associated with or related to the Datalogic Product, whether in printed, "online", or other form. 1.2 "Proprietary Information" means: (a) source code, object code, software, unpublished documentation, and any related internal design, system design, data base design, algorithms, technology, technical data or information, implementation techniques, and trade secrets related to the Product and/or the Software, (b) any other trade secrets marked appropriately or identified as proprietary or confidential, and (c) any information that End User, under the circumstances, should recognize as confidential. Proprietary Information does not include any information that the receiving party can establish was (1) in the public domain, (2) already in the receiving party's possession or rightfully known prior to receipt, (3) rightfully learned from a third party not in

violation of any other's proprietary rights, or (4) independently developed without access to Proprietary Information.

1. "Datalogic Product" means the LaneHawk intelligent lighting and camera unit, including all embedded Software and related Application Software and all Documentation related to such Datalogic Product, which has been purchased or otherwise acquired by End User, whether obtained directly or indirectly from Datalogic.
- 1.4 "Software" means any software or computer programs of Datalogic or its third party licensors in machine readable form which is embedded in the Datalogic Product, or which is offered as optional application software, whether obtained directly or indirectly from Datalogic, including any replacement, update, upgrade, enhancement or modification.
- 1.5 "ViPR Software" means application software offered under separate license that may be used with the LaneHawk unit and which includes portions of software and/or algorithms licensed to Datalogic by The University of British Columbia ("UBC"). To the extent that ViPR Software is included in, or operates with, the LaneHawk unit, the definition of Software shall include ViPR Software. UBC retains all property, right, title, and interest in and to the Object Recognition Software Module and without limitation, all UBC trademarks and other intellectual property rights in the Object Recognition Software Module. Datalogic has obtained the right from UBC to grant licenses of software including the Object Recognition Software Module and documentation. End User may not copy, decompile, reverse engineer, disassemble, or modify the Object Recognition Software Module, and may not copy, modify, distribute or create derivative works of the Object Recognition Software Module documentation, if any. End User may only use the Object Recognition Software Module as a licensed component of LaneHawk unit and only for the purpose of retail loss prevention. No other use is permitted

2. Scope Of License Granted.

- 2.1 Datalogic grants to End User a non-exclusive, non-transferable, limited license to use the Software, solely on the Datalogic Product in which it is embedded, or for Application Software, the product for which it is intended ("designated Datalogic Product"), in machine-readable form only, solely for End User's internal business purposes. This Agreement does not convey ownership of the Software to End User. Title to the Software shall be and remain with Datalogic or the third party from whom Datalogic has obtained a licensed right. As used in this Agreement, the term "purchase" or its equivalents when applied to the Software shall mean "acquire under license." End User is not entitled to receipt or use of the source code to any Software.
- 2.2 End User shall not copy, modify, decompile, disassemble, reverse engineer, or otherwise reproduce or remanufacture the Software, whether modified or unmodified, nor sell, assign, sublicense, distribute, lend, rent, give, or otherwise transfer the Software to any other person or organization, for purposes other than as expressly provided in this Agreement, without Datalogic's prior written consent.
- 2.3 End User shall not nor shall End User allow its third party maintenance provider or providers to:
 - copy, modify or create derivative works of the Software;
 - transfer Software to new, used or refurbished iLCU Hardware or back office server hardware;
 - reverse assemble, reverse compile, reverse engineer, disassemble, or otherwise translate the Software or any portion thereof;
 - distribute or disclose the Software to any third parties;
 - utilize the Software except as expressly authorized hereby;
 - remove the Software from End User's facilities;
 - utilize the Software for the benefit of any third parties; or
 - remove any proprietary notices or labels on or in the Software.

3. Transfers, Support.

- 3.1 Any copying, installing, reproduction, remanufacture, reverse engineering, electronic transfer, or other use of the Software on other than the designated Datalogic Product will be a material breach of this Agreement. However, Datalogic may elect not to

terminate this Agreement or the granted licenses, but instead may elect to notify End User that End User is deemed to have ordered and accepted a license for each breaching use. End User shall pay Datalogic the applicable list price for such licenses as of the date of such breach.

- 3.2 End User shall not sell, assign, sublicense, distribute, lend, rent, give, or otherwise transfer the Datalogic Product to any third party unless such third party agrees with Datalogic in writing to be bound by the terms and conditions of this Agreement. Any such transfer of the Datalogic Product absent such agreement shall be null and void.
- 3.3 End User may obtain support for Software from Datalogic at Datalogic's standard support fees and under Datalogic's standard support terms and conditions in effect at the time the support is requested.

4. Intellectual Property.

End User acknowledges that the Software constitutes valuable trade secrets of Datalogic or Datalogic's third party licensors and that the Software is protected by intellectual property laws and treaties. The license set forth in this Agreement does not transfer to End User any ownership of Datalogic's or its third party licensors' copyrights, patents, trademarks, service marks, trade secrets, or other intellectual property rights and End User shall have no right to commence any legal actions to obtain such rights. End User shall not remove, modify, or take any other action that would obscure any copyright, trademark, patent marking, or other intellectual property notices contained in or on the Datalogic Product.

5. Proprietary Information.

- 5.1 End User acknowledges that Proprietary Information is the confidential, proprietary, and trade secret property of Datalogic and Datalogic's third party licensors and End User acquires no right or interest in any Proprietary Information.
- 5.2 End User shall not disclose, provide, or otherwise make available the Proprietary Information of Datalogic or its third party licensors to any person other than End User's authorized employees or agents who are under confidentiality agreement, and End User shall not use the Proprietary Information other than in conjunction with use of the Datalogic Product exclusively for End User's internal business purposes. End User shall take steps to protect the Proprietary Information no less securely than if it were End User's own intellectual property.
- 5.3 The provisions of this Proprietary Information Section shall survive and continue for five (5) years after the termination of this Agreement, or for trade secrets, as long as allowed by applicable law.

6. Limited Warranty.

- 6.1 Datalogic warrants that, under normal use and operation, the Datalogic Product and Software will conform substantially to the applicable Documentation for the period specified in the Documentation. During this period, for all reproducible nonconformities for which Datalogic has been given written notice, Datalogic will use commercially reasonable efforts to remedy nonconformities verified by Datalogic. End User agrees to supply Datalogic with all reasonably requested information and assistance necessary to help Datalogic in remedying such nonconformities. For all defects reported to Datalogic within the warranty period, Datalogic's liability is limited to providing End User with one copy of corrections or responding to End User's problem reports according to Datalogic's standard assistance practices. Datalogic does not warrant that Software will meet End User's requirements or that use of Software will be uninterrupted or error free, or that Datalogic's remedial efforts will correct any nonconformance. End User agrees that the existence of such nonconformities or errors and Datalogic's inability to remedy such errors shall not constitute a breach of this Agreement. This limited warranty does not cover use of the Software with any hardware system other than the Datalogic hardware or any Datalogic Product or Software that has been subjected to damage or abuse, whether intentionally, accidentally, or by neglect, or to unauthorized repair or unauthorized installation, and shall be void if End User modifies the Datalogic Product or Software, uses the Datalogic Product or Software in any manner other than as established in the Documentation, or if End User breaches any of the provisions of this Agreement.

-
- 6.2 EXCEPT AS PROVIDED IN THIS AGREEMENT, THE DATALOGIC PRODUCT IS PROVIDED "AS IS" AND DATALOGIC MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WRITTEN OR ORAL, WITH RESPECT TO THE DATALOGIC PRODUCT OR SOFTWARE, AND SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7. Infringement.

- 7.1 Datalogic will defend End User against any claim in a lawsuit that the Datalogic Product furnished hereunder infringes a United States patent or copyright of a third party and Datalogic will pay any damages finally awarded against End User by a court of competent jurisdiction that are attributable to such claim or will pay End User's part of any settlement that is attributable to such claim, provided, that 1) End User notifies Datalogic promptly in writing of the claim, 2) Datalogic controls the defense or settlement of the claim, and 3) End User cooperates fully with Datalogic in such defense or settlement. All notices of a claim should be sent to Datalogic Srl, Legal Department, Via?S.?Vitalino?13?-740012 Calderara di Reno -?Italy.
- 7.2 In the defense or settlement of any such claim, Datalogic may, at its option, 1) procure for End User the right to continue using the Datalogic Product, 2) modify the Datalogic Product so that it becomes non-infringing, 3) replace the Datalogic Product with an equivalent product not subject to such claim, or 4) provide End User an opportunity to return the Datalogic Product and receive a refund of the purchase price paid, less a reasonable allowance for use.
- 7.3 Datalogic shall have no liability to End User for claims of infringement based upon 1) the use of any Datalogic Product in combination with any product which Datalogic has not either furnished or authorized for use with such Datalogic Product 2) the use of any Datalogic Product designed, manufactured, or modified to the specifications of End User, or 3) End User's modification of the Datalogic Product without written authorization from Datalogic.
- 7.4 THE FOREGOING STATES DATALOGIC'S (AND ITS LICENSORS) COMPLETE AND ENTIRE OBLIGATION CONCERNING CLAIMS OF PATENT, COPYRIGHT, OR OTHER INTELLECTUAL PROPERTY INFRINGEMENT, CANCELS AND SUPERSEDES ANY PRIOR AGREEMENTS, WHETHER ORAL OR WRITTEN, BETWEEN THE PARTIES CONCERNING SUCH CLAIMS, AND WILL NOT BE MODIFIED OR AMENDED BY ANY PAST, CONTEMPORANEOUS, OR FUTURE AGREEMENTS OR DEALINGS BETWEEN THE PARTIES, WHETHER ORAL OR WRITTEN, EXCEPT AS SET FORTH IN A FUTURE WRITING SIGNED BY BOTH PARTIES.

8. Limitation of Liability.

EXCEPT AS PROVIDED IN SECTION 7, NEITHER DATALOGIC NOR ITS LICENSORS SHALL BE LIABLE FOR ANY CLAIMS AGAINST END USER BY ANY OTHER PARTY. IN NO EVENT SHALL DATALOGIC'S LIABILITY FOR DAMAGES, IF ANY, WHETHER BASED UPON CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, STRICT LIABILITY, WARRANTY, OR ANY OTHER BASIS, EXCEED THE PRICE OR FEE PAID BY END USER FOR THE DATALOGIC PRODUCT. UNDER NO CIRCUMSTANCES SHALL DATALOGIC OR ITS LICENSORS BE LIABLE TO END USER OR ANY THIRD PARTY FOR LOST PROFITS, LOST DATA, INTERRUPTION OF BUSINESS OR SERVICE, OR FOR ANY OTHER SPECIAL, CONSEQUENTIAL, CONTINGENT, INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, OR OTHER SIMILAR DAMAGES, EVEN IF DATALOGIC OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

9. Government Restricted Rights; International Use.

- 9.1 Use, duplication, or disclosure of the Software by the U.S. Government is subject to the restrictions for computer software developed at private expense as set forth in the U.S. Federal Acquisition Regulations at FAR 52.227-14(g), or 52.227-19 or in the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013(c)(1)(ii), whichever is applicable.
- 9.2 If End User is using the Datalogic Product outside of the United States, End User must comply with the applicable local laws of the country in which the Datalogic Product is used, with U.S. export control laws, and with the English language version of this Agreement. The provisions of the "United Nations Convention on Interna-

tional Sale of Goods" shall not apply to this Agreement.

10. Termination.

- 10.1 Either party may terminate this Agreement or any license granted under this Agreement at any time upon written notice if the other party breaches any provision of this Agreement.
- 10.2 Upon termination of this Agreement, End User immediately shall cease using any Software and shall return to Datalogic or destroy all Software covered by this Agreement, and shall furnish Datalogic with a certificate of compliance with this provision signed by an officer or authorized representative of End User. For Embedded Software, End User agrees to sign a waiver prepared by Datalogic concerning further use of the Embedded Software. End User's resumed or continued use of the Embedded Software after termination shall constitute End User's agreement to be bound anew by the terms and conditions of this Agreement for such use.

11. General Provisions.

- 11.1 Entire Agreement; Amendment. This document contains the entire agreement between the parties relating to use of the Datalogic Products and the licensing of the Software and supersedes all prior or contemporaneous agreements, written or oral, between the parties concerning the use of the Datalogic Products and licensing of the Software. This Agreement may not be changed, amended, or modified except by written document signed by Datalogic.
- 11.2 Notice. All notices required or authorized under this Agreement shall be given in writing, and shall be effective when received, with evidence of receipt. Notices to Datalogic shall be sent to the attention of Contract Administration, Datalogic USA Inc., 959 Terry Street, Eugene, OR 97402, or such other address as may be specified by Datalogic in writing.
- 11.3 Waiver. A party's failure to enforce any of the terms and conditions of this Agreement shall not prevent the party's later enforcement of such terms and conditions.
- 11.4 Governing Law; Venue: This Agreement and the rights of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Oregon U.S.A, without regard to the rules governing conflicts of law. The state or federal courts of the State of Oregon located in either Multnomah or Lane counties shall have exclusive jurisdiction over all matters regarding this Agreement, except that Datalogic shall have the right, at its absolute discretion, to initiate proceedings in the courts of any other state, country, or territory in which End User resides, or in which any of End User's assets are located.
- 11.5 Attorneys' Fees. In the event an action is brought to enforce the terms and conditions of this Agreement, the prevailing party shall be entitled to reasonable attorneys' fees, both at trial and on appeal.

- END -

NOTES



LaneHawk™ 5000

Introduction

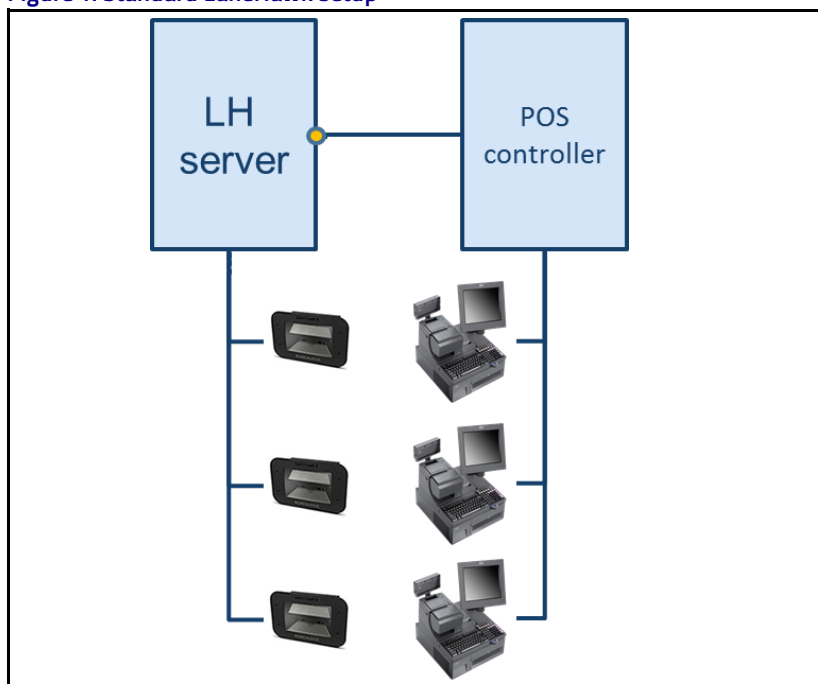
These instructions provide basic connection and usage information for the LaneHawk 5000 camera system that operates in a Bottom of Basket (BoB) loss prevention system.

The 5000 system can be set up the same way as the previous LaneHawk 4000 model, but also offers some different options.

Standard LaneHawk Server Setup

The standard setup of the LaneHawk 5000 uses a back office server to control image comparisons, network management, and POS interfacing. The LaneHawk 5000 is backwards-compatible with systems set up for the LaneHawk 4000¹, so it can be set up in this manner.

Figure 1. Standard LaneHawk setup



1. The LaneHawk 4000 Power Supply is not compatible with LaneHawk 5000 cameras or the LaneHawk 5050 System Controller.

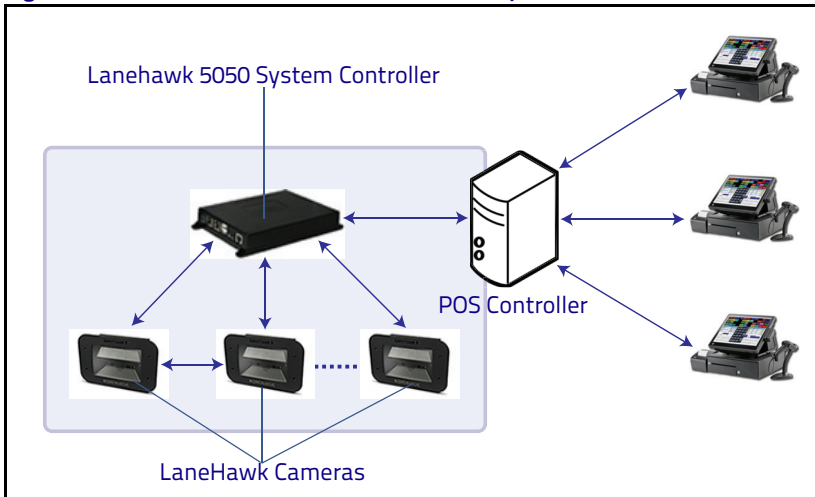
Network Setup

Multiple cameras can be networked together in various configurations, such as Daisy Chains or other options. Up to seven cameras per loop can be set up.

Optional LaneHawk 5050 System Controller

The LaneHawk 5000 cameras can also be set up with an optional LaneHawk 5050 System Controller that serves as a network traffic manager for the entire system without the need for a separate server. This reduction in complexity can improve cost and speed of a new installation. See the LaneHawk 5050 Controller QRG for more information.

Figure 2. LaneHawk 5000 with LaneHawk 5050 System Controller*

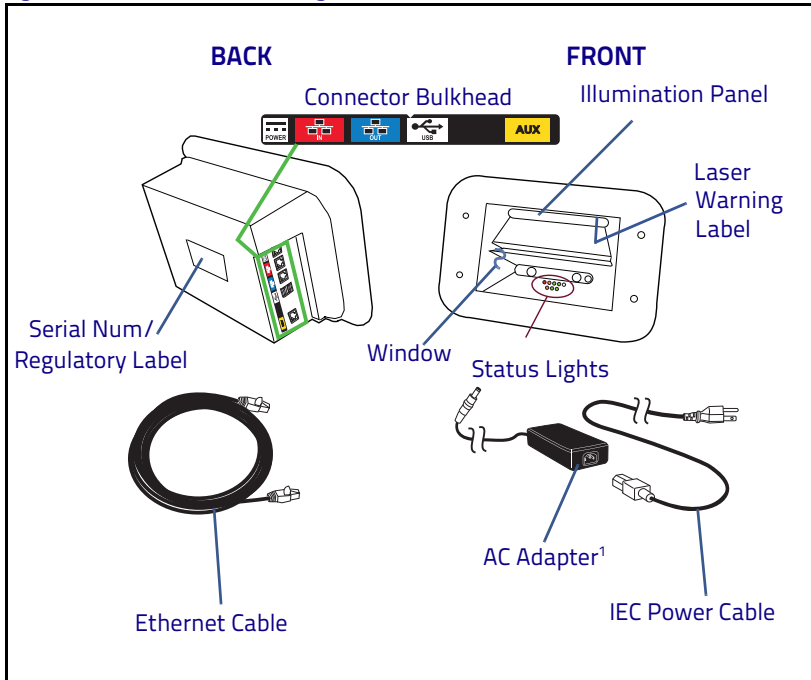


*Network switches are not shown

Features and Labeling

The figure below shows the camera unit, cables and the position of the labels and connector bulkhead. Labels are shown here only for the purpose of indicating their location. For actual label content, view the labels on the product itself.

Figure 3. Features and Labeling



1. The LaneHawk 4000 Power Supply is not compatible with LaneHawk 5000 cameras or the LaneHawk 5050 System Controller.

Connection

Plug in the cables on the unit's back side (usually beneath the counter). The Ethernet Cable should be plugged in first to LaneHawk, then to the appropriate ethernet wall jack.

Next, plug the power connector from the AC adapter into LaneHawk, then finish by plugging the IEC Power Cable (see [Figure 3](#)) into the adapter, and its other end into the power outlet.



CAUTION

Use only the approved LaneHawk 5000 Power Supply. The LaneHawk 4000 Power Supply is not compatible with LaneHawk 5000 cameras or the LaneHawk 5050 System Controller.



NOTE

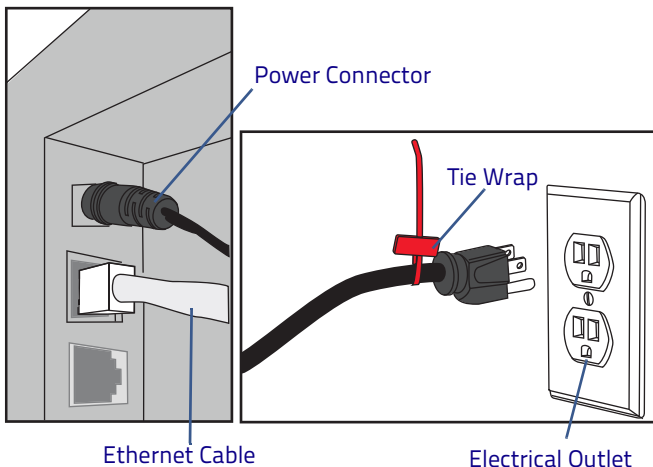
The camera can be powered up using either the AC 120V plug or an Ethernet cable connected to a PoE (Power over Ethernet) capable switch, if available. If the camera is using a PoE network connection, it will not have a separate black power cord for power from the outlet.



NOTE

For ease of identification, the red tie wrap (included in box) should be installed on the power cord on the end nearest the electrical outlet.

Figure 4. Connect the Cables

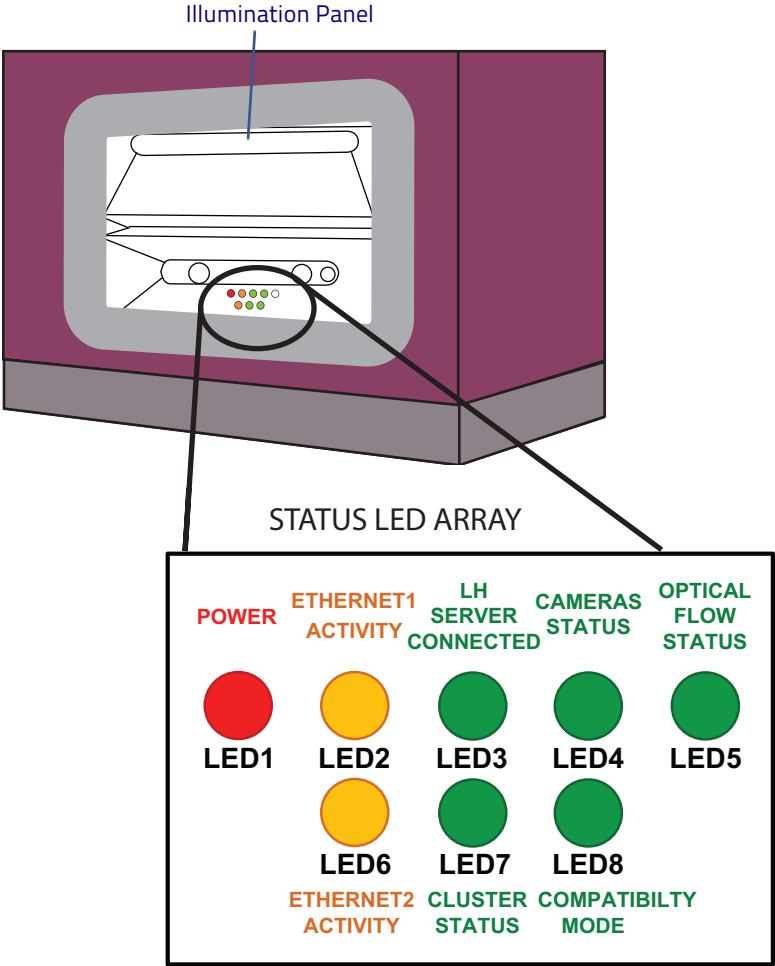


Startup Sequence

The unit will take approximately 30 seconds to boot up. During this cycle, the status lights viewed through the window in the front of the unit will flash, except the red (power) light will be on continuously as soon as power is applied.

In normal operation, after the unit has booted up, the status lights will settle. The red Power Light should be on steadily and the adjacent amber Ethernet Link status light should flash. After a few seconds, the green LaneHawk Server Status Light (LED3) should flash, then remain on steadily. Shortly after that, the illumination panel and laser should turn on.

Figure 5. Status Lights and Illumination Panel



Status Lights

LED#	COLOR	INDICATION	ACTION
1	RED	POWER	Lights on when power applied to system, external 12V adapter or PoE.
2	AMBER	ETHERNET 1 ACTIVITY	Blinks when Ethernet Port1 Linked plus Activity indication (primary network I/F).
6	AMBER	ETHERNET 2 ACTIVITY	Blinks when Ethernet Port2 Linked plus Activity indication (secondary network I/F).
3	GREEN	LANEHAWK SERVER CONNECTED	Blinks if unit has address for primary network interface but has no remote client (LH Server) connected. Light on if a remote client (LH Server) is connected. Off if unit cannot acquire a network client on primary interface.
4	GREEN	CAMERA STATUS	Blinks slowly when camera is operating normally.
5	GREEN	OPTICAL FLOW STATUS	LED state toggles with every 5 images of movement in front of camera detected by optical flow algorithm.
7	GREEN	CLUSTER STATUS	Blinks when the iLCU is initializing as a cluster processing node. Light on when the iLCU is connected and operational as a cluster processing node. Off when iLCU has no cluster connections or mode note in use.
8	GREEN	COMPATIBILITY MODE	Lights on when operating in compatibility mode (emulating a LaneHawk 4000 on older LH server).

Communication with the POS

When startup has completed, the POS monitor should display an indication that LaneHawk is connected. The examples that follow show evidence that the LaneHawk function is active.



Your POS screen may not resemble the examples below, since POS equipment and software will vary from site to site. Please reference the documentation for your POS software.

Example 1. Monitor Screen



On = LaneHawk
is enabled

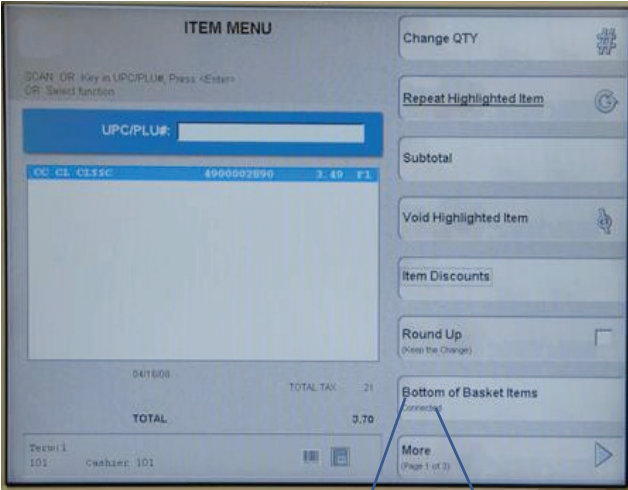
Example 2. Monitor Screen



CONN = Connected

LH = LaneHawk has detected a BoB (Bottom of Basket) item

Example 3. Monitor Screen



Bottom of Basket = LaneHawk is enabled (can function) on this POS

LaneHawk is connected

Example 4. Monitor Screen

0.50
0.00
0.50
0.50
\$0.50
Balance Due
009 03/21/2013 14:21

COINSTAR Paycom GovLink

7 8 9 QTY#
4 5 6 ←
1 2 3 C
0 00 ENTER TOTAL

LaneHawk is not connected

LaneHawk is connected

LaneHawk has recognized BoB (Bottom of Basket) ite

Maintenance

Datalogic recommends daily cleaning of the camera window, as part of the daily routine when cleaning the Scanner window. Use a soft, lint-free cloth dampened with a non-ammonia based window cleaner.

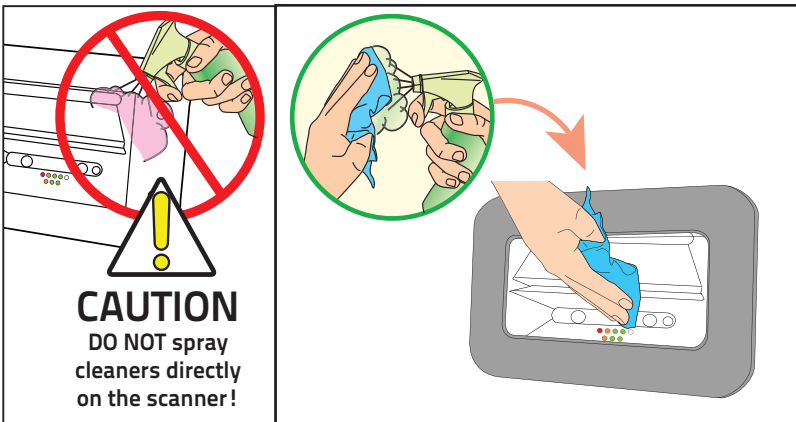
The window should also be periodically inspected for cracks, scratches or other damage which could inhibit performance. Contact your service provider if there is window damage.



CAUTION

DO NOT use ammonia based or abrasive cleaning agents or abrasive pads to clean this product. Harsh chemicals, disinfectants, and cleansers can cause damage which will adversely affect the unit's performance.

Figure 6. Cleaning the Window



Troubleshooting

If the suggested solutions in the table below are unsuccessful, take note of the current condition of the status lights, then contact your service provider to resolve any problems.

SYMPTOM	POSSIBLE PROBLEM	SOLUTION
Red Power Light is off	No power	Ensure that all power connections are secure.
		Verify that the power outlet is live.
		Verify if network switch is a PoE.
Amber Ethernet Link Status Light is off	Ethernet is not connected	Check that the Ethernet cable is securely connected at the unit and at the network switch.
	No network communication	After checking that Ethernet connections are secure, cycle power to the LaneHawk unit.
		Verify that the network switch is powered on.
		Confirm that the port on the network switch is configured and working. [Network switches may be managed, with different settings on certain ports.]
Green LaneHawk Server Status Light is flashing	Network connection is live, but there is no communication with the LaneHawk server.	Verify that the LaneHawk server is up and running.
		Check that the Ethernet cable is securely connected at the unit and at the network switch.
		Verify that the Ethernet cable is securely connected at the LaneHawk server and at the network switch.
		After checking that Ethernet connections are secure, cycle power to the LaneHawk unit.
LaneHawk performance has degraded unexpectedly	The window is dirty	Clean the window
Other problems		Contact your service provider

Datalogic Limited Factory Warranty

Datalogic warrants to Customer that this product will be free from defects in materials and workmanship for a period of 30 days from product shipment.

Datalogic warrants that the goods delivered under these General Terms for the Sale of Goods shall be free from defects in materials and workmanship under normal and proper use during the Warranty Period (as defined below).

Datalogic's liability under this warranty is limited to furnishing the labor and parts necessary to remedy any defect covered by this warranty and restore the product to its normal operating condition. Repair or replacement of product during the warranty does not extend the original warranty term. Products are sold on the basis of specifications applicable at the time of manufacture and Datalogic has no obligation to modify or update products once sold. The warranty period shall extend from the date of shipment from Datalogic for the duration published by Datalogic for the product at the time of purchase ('Warranty Period').

If, during the Warranty Period, Datalogic determines that a product has defects in material or workmanship, Datalogic shall, at its sole option repair or replace the product without additional charge for parts and labor, or give a credit for the defective products duly returned to Datalogic. To perform repairs, Datalogic may use new or reconditioned parts, components, subassemblies or products that have been tested as meeting applicable specifications for equivalent new material and products. Buyer will allow Datalogic to scrap all parts removed from the repaired product. Datalogic warrants repaired hardware devices only, against defects in workmanship and materials on the repaired assembly for a 90 day period starting from the date of shipment of the repaired product from Datalogic or until the expiration of the original Warranty Period, whichever is longer. Datalogic does not guarantee, and it is not responsible for, the maintenance of, damage to, or loss of configurations, data, and applications on the repaired units and at its sole discretion can return the units in the 'factory default' configuration or with any software or firmware update available at the time of the repair (may be newer than the firmware or software installed during the manufacture of the product). Buyer accepts responsibility to maintain a backup copy of its software and data.

Warranty Exclusions

The Datalogic Warranty shall not apply to:

- (i) any product which has been damaged, modified, altered, repaired or upgraded by other than Datalogic service personnel or its authorized representatives;
- (ii) defects or damages caused by any third parties' tort committed against the Buyer.
- (iii) any claimed defect, failure or damage which Datalogic determines was caused by faulty operations, improper use, abuse, misuse, wear and tear, negligence, improper storage or use of parts or accessories not approved or supplied by Datalogic;

- (iv) any claimed defect or damage caused by the use of product with any other instrument, equipment or apparatus;
- (v) any claimed defect or damage caused by the failure to provide proper maintenance, including but not limited to cleaning the upper window in accordance with product manual or the replacement of upper window/ cartridge due to scratching, stain or other degradation;
- (vi) any defect or damage caused by natural or man-made disaster such as but not limited to fire, water damage, floods, other natural disasters, vandalism or abusive events that would cause internal and external component damage or destruction of the whole unit, consumable items;
- (vii) any damage or malfunctioning caused by non-restoring action as for example firmware or software upgrades, software or hardware reconfigurations etc.;

(viii) any consumable or equivalent (e.g. cables, power supply, batteries, etc.).

Consumable items, such as batteries and cables, carry a 90 day warranty from time of purchase for DOA (dead on arrival) defects alone.

Datalogic specifically excludes all express warranties and makes no implied warranty that the products sold under this agreement are merchantable or are fit for any particular purpose, except such warranties expressly identified as warranties as are set forth in Datalogic's current operating manual, catalog, or written guarantee covering such product.

No affirmation of fact or promise made by Datalogic, whether in this contract or communicated otherwise, shall constitute a warranty that the goods will conform to the affirmation or promise.

Warranty Claim Process

In order to obtain service under this Warranty, Buyer must notify Datalogic (which notice shall be in writing sent by registered courier or mail) of the claimed defect before the expiration of the Warranty period and obtain from Datalogic a return authorization number for return of the product to designated Datalogic service center. Buyer shall offer Datalogic the opportunity to investigate the claim and to inspect the allegedly defective products. Failure to offer Datalogic such opportunity shall constitute acceptance by Buyer and waiver of all claims for defects. The products must always be returned within ten (10) days from the date of authorization issued by Datalogic. If Datalogic determines Buyer's claim is valid, Datalogic will repair or replace product without additional charge for parts and labor. Buyer shall be responsible for packaging and shipping the product to the designated Datalogic service center, with shipping charges prepaid. Datalogic shall pay for the return of the product to Buyer if the shipment is to a location within the country in which the Datalogic service center is located. Buyer shall be responsible for paying all shipping charges, duties, taxes, and any other charges for products returned to any other locations.

DATALOGIC'S WARRANTY, AS DESCRIBED HEREIN, IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ORAL OR WRITTEN, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF

MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. DATALOGIC SHALL NOT BE LIABLE FOR ANY DAMAGES SUSTAINED BY BUYER ARISING FROM DELAYS IN THE REPLACEMENT OR REPAIR OF PRODUCTS UNDER THE ABOVE. THE REMEDY SET FORTH IN THIS WARRANTY STATEMENT IS THE BUYER'S SOLE AND EXCLUSIVE REMEDY FOR WARRANTY CLAIMS. UNDER NO CIRCUMSTANCES WILL DATALOGIC BE LIABLE TO BUYER OR ANY THIRD PARTY FOR ANY LOST PROFITS, OR ANY INCIDENTAL, CONSEQUENTIAL INDIRECT, SPECIAL OR CONTINGENT DAMAGES REGARDLESS OF WHETHER DATALOGIC HAD ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES. DATALOGIC'S LIABILITY FOR DAMAGES ON ACCOUNT OF A CLAIMED DEFECT IN ANY PRODUCT DELIVERED BY DATALOGIC SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PRODUCT ON WHICH THE CLAIM IS BASED. DATALOGIC SHALL NOT BE LIABLE FOR DAMAGES RELATING TO ANY INSTRUMENT, EQUIPMENT, OR APPARATUS WITH WHICH THE PRODUCT SOLD UNDER THIS AGREEMENT IS USED.

Out of Warranty Services

For products no longer covered by warranty services, Datalogic may offer billable repair services on products, provided such products are serviceable. Buyer acknowledges and accepts that for some older products the repair may exceed the costs of manufacturing a new product and Datalogic may decline to perform repair services. Upon Buyer's request for out of warranty services, Datalogic will evaluate the request of repair and shall provide, to the extent applicable and feasible according to the above, a cost-estimate for repairs, which will be on a time and materials basis.

Remedies

If Buyer fails, with or without cause, to furnish Datalogic with specifications and/or instructions for, or refuses to accept deliveries of, any of the products sold under this contract, or is otherwise in default under or in repudiation of this contract or any other contract with Datalogic or fails to pay when due any invoice under this contract, then in addition to any and all remedies allowed by law, Datalogic without notice may (1) bill and declare due and payable all undelivered products under this or any other contract between Datalogic and the Buyer; and/or (2) defer shipment under this or any other contract between the Buyer and Datalogic until such default, breach, or repudiation is removed; and/or (3) may cancel any undelivered portion of this and/or any other contract in whole or in part (with Buyer remaining liable for damages).

Risk of Loss

Buyer shall bear risk of loss or damage for product in transit to Datalogic. Datalogic shall assume risk of loss or damage for product in Datalogic's possession. In the absence of specific written instructions for the return of product to Buyer, Datalogic will select the carrier, but Datalogic shall not thereby assume any liability in connection with the return shipment.

NOTES

NOTES

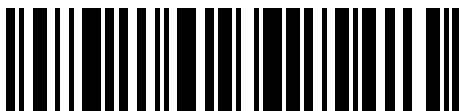
©2017 Datalogic S.p.A. and/or its affiliates. All rights reserved. Without limiting the rights under copyright, no part of this documentation may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means, or for any purpose, without the express written permission of Datalogic S.p.A. and/or its affiliates Datalogic and the Datalogic logo are registered trademarks of Datalogic S.p.A. in many countries, including the U.S. and the E.U.



www.datalogic.com

Datalogic S.r.l.

Via S. Vitalino, 13 | 40012 Calderara di Reno | Italy
Tel. +39 051 3147011 | Fax +39 051 3147205



820080514

(Rev A)

Nov 2017