



## Warranty Period Summary On Tranzeo Products

***Note: All Warranties start from Date of Purchase***

Product	Date Of Purchase	
Product Model	Jan 1st, 2009 To Dec. 31st,	Jan 1st, 2014 And Later
TR-6xxx/TRSL2-x TR5a-x/TRSL5-x TR- FDD-X TR-49-x TR-900-x	3 Years On Labor 5 Years On Parts	3 Years Warranty
Mesh EL Series	3 Years On Labor 5 Years On Parts	3 Years Warranty
MX67-x	3 Year Warranty	3 Year Warranty
MX-55-x EX2 EZ2-X MX50-X	1 Year Warranty	1 Year Warranty
Power Supply/POE	90 Days	90 Days

# Warranty Terms

## Three Year Warranty

- Tranzeo Wireless AP, CPE, Backhaul, Mesh and IP67 compliant MIMO radio products sold Jan 1<sup>st</sup>, 2014 and later are fully warranted against defects in material and workmanship for a period of three years from date of purchase, under normal use.

## 3 Year Labor / 5 Year Parts Warranty (Length Of Coverage - 5 Years)

- All Tranzeo Wireless AP, CPE, Backhaul and Mesh radio products sold after Jan 1<sup>st</sup>, 2009 and before Jan 1<sup>st</sup>, 2014 are fully warranted against defects in material and workmanship for a period of three years from date of sale, under normal use.
- During the 4th and 5th years of this warranty, there shall be no charge for parts and Tranzeo will charge the prevailing shop labor rate to a maximum of 1/2 hour, should a valid warranty claim arise.

## Items Covered By a One Year Warranty

- Tranzeo Wireless EX2 and IP65 compliant MIMO radios are warranted against defects in material and workmanship for a period of one year from date of sale, under normal use.
1. Tranzeo Wireless manufactured products are covered by a Depot Warranty. Depot warranty means the customer is responsible for delivering the defective product to the designated service depot for repair or replacement.
  2. VAT, Customs and other local taxes are the responsibility of the customer.
  3. Tranzeo Wireless will, at its discretion, repair or replace a product that was found to be defective by Tranzeo during the warranty period.
  4. All non-Tranzeo manufactured products carry the Original Equipment Manufacturer's warranty, which is passed on by Tranzeo Wireless. Warranty Claims against non-Tranzeo manufactured products must be filed with the appropriate manufacturer.
  5. This warranty does not cover dealer labor cost for removing and reinstalling the product for repair nor for any expendable parts that are readily replaced in normal use.
  6. The sole responsibility of Tranzeo Wireless under this warranty shall be limited to repair or replacement of product submitted by authorized RMA.

## Special Warranty Terms for Customers in Canada and the US

- All warranty RMA items shipped to Tranzeo Wireless must be freight prepaid. Tranzeo Wireless will pay the return freight via a service of Tranzeo Wireless Technologies' choice. Customer is responsible for payment of any shipping upgrades.

## Special Warranty Terms for Customers in All Other Regions

- All RMA items shipped to Tranzeo Wireless must be freight prepaid. All return freight and taxes (CFR Cost and Freight) are the responsibility of the customer and must be paid before shipping. The customer is also responsible for payment of any shipping upgrades. Unless advised otherwise, Tranzeo Wireless will return ship customer equipment via a service of Tranzeo's choice.

## Limitation of Warranty

This warranty does not apply where:

- a. Product has been physically opened and/or altered
- b. Product has been painted
- c. Product has been damaged due to installation error or defects in cabling
- d. Product has not been maintained in accordance with instructions supplied by Tranzeo Wireless
- e. Product has been subjected to abnormal physical or electrical stress, including lightning strike, misuse, negligence, or accident;
- f. Product serial number label has been removed.
- g. Equipment was sold under resale agreements, i.e. Amplifiers, Antennas.

## Who to Contact for an RMA?

There are 3 ways to discuss technical difficulties and request an RMA number.

1. Fill out our online [RMA Request Form](http://support.tranzeo.com/rmarequest.php) at <http://support.tranzeo.com/rmarequest.php>
2. Call our Technical Support Center at 1-888-460-6366
3. Email our [RMA Department](mailto:support@tranzeo.com) at support@tranzeo.com

# What information will be required?

1. Customer name and contact information
2. Date of purchase
3. Product Mac Address or Serial Number
4. Problem description
5. Troubleshooting steps taken

## Warranty Repair

- a. RMA numbers may be revoked after 90 days.
- b. Tranzeo Wireless will carefully test and evaluate all returned products and will repair or replace defective products that are under warranty at no charge.
- c. If the malfunction is due to a manufacturing defect, it will be repaired, tested, tuned and calibrated as necessary, with strict adherence to factory specified procedures and parts.
- d. If the malfunction is due to an issue not covered by warranty, a \$35.00 evaluation fee will apply. For Out Of Warranty repair charges, please see Out Of Warranty Repair section below.
- e. When your unit is returned to you, you must restore its configuration and any applications before full use can resume.
- f. If the product cannot be repaired, a refurbished replacement product will be provided.
- g. Repaired or replaced product will be subject to the original warranty period but not less than 90 days.
- h. Where Tranzeo Wireless cannot duplicate the problem or condition reported, the unit will be returned to the customer at the customers cost. A "No Fault Found" fee of \$35.00 may also apply.
- i. Warranty service turnaround times for product repairs will vary depending on component availability, RMA volumes and choice of shipping methods [ see Shipping below ].

# Depot Locations

Radio Location	Depot Location
Canada/USA/EU	Canada
Australia and APAC countries	Canada
Mexico, Caribbean and South America	Canada
Africa, Asia and Middle East	Canada

\* Note: PacificNet is an authorized Repair Center for its Customers in Mexico

## Out of Warranty Repair/Replacement

- a) Product that is out warranty can be repaired on a fee for service basis. Service rates vary and will depend on the specific product model and prevailing component costs. Service fees plus return shipping costs must be paid in advance.
- b) Product left for more than 180 days without instructions will be considered abandoned and be disposed of.

## Shipping:

- a) US customers have the option of shipping RMA's to the Tranzeo freight forwarder in Blaine Washington or direct shipping to our depot here in Pitt Meadows, B.C. Canada
- b) RMA's processed for US customers through freight forwarding will avoid customs charges. Keep in mind however this service utilizes first come first served bulk transfers through customs. Delays in shipping and customs processing do vary and can be quite significant.
- c) Much better turnaround times can be achieved by direct shipping to Tranzeo.
- d) Products that are returned for RMA work should be shipped in the original package and include all items that are to be repaired.
- e) Be sure to package the items well. Tranzeo is not responsible for damage caused to the unit due to inadequate packaging.
- f) Tranzeo will not accept any packages that arrive with freight charges owing.
- g) All returned product must reference the RMA # on the outside of the box.
- h) A returned product without clearly marked RMA # will be refused and returned to sender.

- i) All items must be shipped FOB Destination, prepaid. Tranzeo Wireless will not accept any collect packages.
- j) We recommend insuring your package appropriately.
- k) Tranzeo Wireless will not be responsible for shipping damage to products during transit.
- l) All claims for shipment damage must be made within 3 days after receipt of shipment.

## Warranty Disclaimer

Except in only the limited express warranty set forth above, there are no expressed or implied warranties of merchantability and fitness for a particular purpose. In no event will Tranzeo Wireless Systems be liable for any direct, special, or consequential damages arising out of, or in connection with, the delivery, use, inability to use, or performance of this product.

## Goods Damaged in Transit

Tranzeo Wireless Technologies ships all items FOB Factory. This means that title for the item transfers to the owner or purchaser once the courier picks up the package. If there is damage, a claim must be filed with the courier by the purchaser or owner of the goods. Shipping damage is not covered by the warranty.

**Damage claims are solely between the recipient of the goods and the courier.**

Shipping Firms do have legal obligations and limitations as to when and how much to compensate for damage, but only if the claim is filed on time and in the correct manner. You must file the claim as soon as possible.

## **Making a Damage Claim**

If you receive a shipment that appears to have been damaged by the shipper during shipping, take the steps on the on the box then contact us so we have a record of the incident. We will assist in any way we can in filing and advocating for your claim.

If you choose to accept the shipment and sign for it, have the shipper stay with you while you open and inspect the contents of the container for any additional damage that was not visible before opening. Make sure the shipper notes all damage on the shipping bill before you sign. By signing the waybill, you release the Shipping Company from all obligations unless the damage is clearly noted.

If possible, take photos of the damage and forward to the shipper and to Tranzeo. Before signing the shipping bill (for receipt of the shipment), have the shipper note on the shipping bill the exact details of the damage.

If the damage appears to be very extensive, you still should not refuse the shipment. Refusing the shipment will delay your claim.

***DO NOT sign anything if you choose to refuse the shipment.***