



Effective Jan 1st, 2008

Warranty Period Summary

All Warranties now start from Day of Invoice

Items	Accessories		Radios			
	All Power Supplies and POE	All Cables and Antennas	Sold Before May 1st, 06	Sold Before Dec 1st, 06	Sold Before Jan 1st, 08	Sold After Jan 1 st , 08
Warranty Term	90 Days	1 year	1 year	2 Years	3 Years	3 Years Parts and Labor plus additional 2 years on Parts

Warranty Terms

1. Items Covered By a 3 Year Labor / 5 Year Parts Warranty (Total Coverage 5 Years)

- All Tranzeo Wireless CPE, AP and Backhaul Radio products Sold After Jan 1st, 2008 are warranted against defects in material and workmanship for a period of three years from date of sale, under normal use, with the exception of items listed in paragraphs (1) , (2) , (3) and (4).

2. Items Covered By a Three Year Warranty

- All Tranzeo Wireless CPE, AP and Backhaul Radio products Sold Before Jan 1st, 2008 are warranted against defects in material and workmanship for a period of three years from date of sale, under normal use, with the exception of items listed in paragraphs (1) , (2) and (3).

3. Items Covered By a Two Year Warranty

- All other Tranzeo Wireless CPE, AP and Backhaul Radio products sold before Dec 1st, 2006 are warranted against defects in material and workmanship for a period of two years from date of sale, under normal use., with the exception of items listed in paragraph (1) and (2)

4. Items Covered By A One Year Warranty

The following Tranzeo Wireless manufactured products are warranted against defects in material and workmanship for a period of one year from date of Manufacture, under normal use:

- All products sold prior to May 1st, 2006

19473 Fraser way, Pitt Meadows, BC, Canada V3Y 2V4

T: 604.460.6002 F: 604.460.6005

Toll Free: 1.866.872.6936

www.tranzeo.com

TR-0202



- All TR-CPE200 products regardless of Sale Date
 - All Antennas
 - All Cables
5. Tranzeo Wireless manufactured products are covered by a Parts and Labor Depot Warranty. Depot warranty means the customer is responsible for delivering the defective product to the designated service depot for repair or replacement.
 6. During the first 3 years of ownership, should a valid warranty claim arise, Tranzeo will repair or replace the unit at no cost to the user. After the first 3 years, Tranzeo will further warranty the material and workmanship for an additional 2 years. During the 4th and 5th years of the warranty, there shall be no charge for parts and the Tranzeo will charge the prevailing shop rate to repair the unit, to a maximum of 1/2 hour, should a valid warranty claim arise.
 7. VAT, Customs and other local taxes are the responsibility of the customer.
 8. Tranzeo Wireless will repair or replace a product that was found to be defective by Tranzeo during the warranty period at its discretion.
 9. 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.
 10. This warranty does not cover dealer labor cost for removing and reinstalling the machine for repair nor for any expendable parts that are readily replaced in normal use.
 11. The sole responsibility of Tranzeo Wireless Systems under this warranty shall be limited to repair of this product, or replacement thereof, at the sole discretion of Tranzeo Wireless Systems

Special Warranty Terms For Customers in Canada, USA and the European Union

12. All 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.

19473 Fraser way, Pitt Meadows, BC, Canada V3Y 2V4

T: 604.460.6002 F: 604.460.6005

Toll Free: 1.866.872.6936

www.tranzeo.com

TR-0202



Special Warranty Terms For Customers in All Other Regions

13. All RMA items shipped to Tranzeo Wireless must be freight prepaid. Tranzeo Wireless will prepay and bill the return freight and taxes (CFR Cost and Freight) via a service of Tranzeo Wireless Technologies' choice. Customer is responsible for payment of any Shipping upgrades
14. Shipping costs must be prepaid

Limitation of Warranty

This warranty does not apply if the Product:

- a. has been opened and/or altered, except by Tranzeo Wireless Technical Personnel,
- b. has been painted in way shape or form,
- c. has been damaged due to errors or defects in cabling
- d. has not maintained in accordance with instructions supplied by Tranzeo Wireless,
- e. has been subjected to abnormal physical or electrical stress, including lightning strike, misuse, negligence, or accident;
- f. removal of serial number label, or
- g. equipment sold under resale agreements, i.e. Amplifiers, Antennas.

Who to Contact for an RMA?

There are 3 ways to discuss any technical difficulties and request an RMA #:

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 via the local number listed at <http://support.tranzeo.com>
3. Or email our [RMA Department](mailto:rma@tranzeo.com) at rma@tranzeo.com

What information will be required?

1. Customer name/ID # and contact information
2. Proof of Warranty Status (such as a copy of Invoice showing Serial Number, Mac Address and Date of Sale)
3. Problem Description
4. Part Number or Serial Number
5. Troubleshooting actions taken so far

Warranty Repair

- a. RMA number is valid for 180 days only.
- b. If the product is not received within 180 days, the RMA will be cancelled.

19473 Fraser way, Pitt Meadows, BC, Canada V3Y 2V4

T: 604.460.6002 F: 604.460.6005

Toll Free: 1.866.872.6936

www.tranzeo.com

TR-0202



- c. Tranzeo Wireless will carefully test and evaluate all returned products and will repair or replace defective products that are under warranty at no charge.
- d. 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, to working order.
- e. If the malfunction is due to an issue not covered by warranty, a \$35.00 evaluation fee will be charged, plus the actual costs of the repair. Tranzeo's current shop rate is \$70.00 per hour, plus parts.
- f. When your unit is returned to you, you must restore configuration and or applications before full use can resume.
- g. If the product cannot be repaired, a refurbished replacement product will be provided.
- h. However, if Tranzeo Wireless cannot duplicate the problem or condition causing the return, the unit will be returned to the customer at the customers cost as: "No Problem Found" and a \$35.00 evaluation fee may be charged.
- i. Repaired or replaced product will be subject to the original warranty period but not less than 90 days.
- j. All items must be shipped pre-paid. Tranzeo Wireless will not accept any collect packages. Tranzeo will pay the shipping to return your products. We recommend insuring the package using the values from our commercial invoice.
- k. Be sure to package the items well. Original packaging should be used for shipping. Tranzeo is not responsible for further damage caused to the unit due to inadequate packaging.
- l. We recommend that you use a shipping service with tracking (i.e. UPS/FedEx ground) to ship your RMA. Tranzeo will not accept any packages that arrive with charges owing.
- m. Be sure to include the password for each device. Any device that arrives without a password may be subject to a \$60 rebuilding charge per unit.

Depot Locations

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

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

19473 Fraser way, Pitt Meadows, BC, Canada V3Y 2V4

T: 604.460.6002 F: 604.460.6005

Toll Free: 1.866.872.6936

www.tranzeo.com

TR-0202



Out of Warranty Replacements

- a) Product that is out warranty will be repaired on a fee for service basis at Tranzeo's shop rate of \$75.00 per hour plus parts. A \$75.00 deposit is charged for all non-warranty repairs when the RMA is issued.
- b) Any goods left for more than 90 days without instructions will be considered abandoned and be disposed of.

What to ship?

- a) Products that are returned for RMA work should be shipped in the original package and include the items that that are to be repaired.
- b) All returned product must reference the RMA # on the outside of the box.
- c) A returned product without clearly marked RMA # will be refused and returned to sender.

How to ship?

- a) We recommend that you use a shipping service with tracking (i.e. UPS/FedEx ground) to ship your RMA.
- b) Products returned for warranty repair or out-of-warranty replacement, must be marked with a valid RMA number and shipped FOB Destination, Prepaid.
- c) Approximate turnaround time is 21 business days for warranty repairs and replacements.
- d) Shipping Time is generally 7 business days to any location in the United States.
- e) Tranzeo Wireless will refuse any item that does not have an RMA# clearly marked on the outside of the box.
- f) Tranzeo Wireless is NOT responsible for any damage to the products during transit by the shipping company.
- g) All claims for shipment errors 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.

19473 Fraser way, Pitt Meadows, BC, Canada V3Y 2V4

T: 604.460.6002 F: 604.460.6005

Toll Free: 1.866.872.6936

www.tranzeo.com

TR-0202



Goods Damaged in Transit

Tranzeo Wireless Technologies ships all items FOB Factory. This means that title for the item transfers to the buyer once the courier picks up the package. If there is damage, a claim must be filed with the courier by the owner of the goods, which is the buyer. 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 it is possible to take any photos of the damage and forward to the shipper and us, 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.