



## Tranzeo WiMAX Product Warranty

Effective Jan 1, 2008

WiMAX Product Line Warranty Period					
Item	pico Base Station	Subscriber Units	miniPCI cards	POE and Power Supplies	Cables and Antennas
Warranty Period	1 year	3 years	90 days	1 year	1 year

### Warranty Terms

Tranzeo 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.

1. Tranzeo will repair or replace the unit at no cost to the user during the warranty period. The warranty period begins when the product is shipped from Tranzeo.
2. VAT, Customs and other local taxes are the responsibility of the customer.
3. Tranzeo will repair or replace a product that was found to be defective by Tranzeo during the warranty period at its discretion.
4. All non-Tranzeo manufactured products carry the Original Equipment Manufacturer's warranty, which is passed on by Tranzeo. Warranty claims against non-Tranzeo manufactured products must be filed with the appropriate manufacturer.
5. This warranty does not cover labor cost for removing and reinstalling the equipment for repair nor for any expendable parts that are readily replaced in normal use.
6. The sole responsibility of Tranzeo under this warranty shall be limited to repair of the product or replacement thereof, at the sole discretion of Tranzeo.
7. All RMA items shipped to Tranzeo must be freight prepaid. Tranzeo will bill the customer for return freight and taxes (CFR cost and freight). RMA's are not to be shipped to Tranzeo unless there is a valid RMA#.

### **Limitation of Warranty**

This warranty does not apply if the Product:

1. has been opened and/or altered, except by Tranzeo-trained technical personnel,
2. has been painted in way shape or form,
3. has been damaged due to errors or defects in cabling
4. has not been maintained in accordance with instructions supplied by Tranzeo,
5. has been subjected to abnormal physical or electrical stress, including lightning strike, misuse, negligence, or accident;
6. the serial number label has been removed, or
7. equipment sold under resale agreements, i.e. Amplifiers, Antennas.

### **Return Material Authorization procedure**

Request an RMA number form Tranzeo at [rma@tranzeo.com](mailto:rma@tranzeo.com)

The RMA will require the following information;

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, Serial Number and MAC address
5. Description of any testing or failure analysis performed.

### **Warranty Repair**

1. RMA number is valid for 180 days only.
2. If the product is not received within 180 days, the RMA will be cancelled.
3. Tranzeo will carefully test and evaluate all returned products and will repair or replace defective products that are under warranty at no charge.
4. 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.
4. 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.
6. When the unit is returned to the customer, the customer must restore configuration and or applications before full use can resume.
7. If the product cannot be repaired, a refurbished replacement product will be provided.
8. If Tranzeo cannot duplicate the problem or condition prompting the return, the unit will be returned to the customer at the customer's expense as: "No Problem Found" (NPF) and a \$35.00 evaluation fee may be charged.
9. Repaired or replaced product will be subject to the original warranty period but not less than 90 days.
10. Original packaging should be used for shipping. Tranzeo is not responsible for further damage caused to the unit due to inadequate packaging.
11. Tranzeo recommends that the customer uses a shipping service with tracking (i.e. UPS/FedEx ground) to ship an RMA. Tranzeo will not accept any packages that arrive with charges owing.

12. The password must be included for each device. Any device that arrives without a password may be subject to a \$60 rebuilding charge per unit.

**Out of Warranty Repair**

Product that is out warranty will be repaired on a fee for service basis at Tranzeo's shop rate of \$35.00 plus parts. A \$35.00 deposit is charged for all non-warranty repairs when the RMA is issued. Any goods left for more than 90 days without instructions will be considered abandoned and be disposed of.