

# PTP EXTENDED WARRANTY

PROTECTION FOR YOUR POINT-TO-POINT SOLUTIONS INVESTMENT



Our ongoing commitment to customer service excellence reflects the superb quality of our products. In particular, all point-to-point (PTP) products are engineered and quality-tested to withstand the effects of adverse weather conditions and temperature extremes. Even with such attention to product excellence, we know that occasionally hardware components can fail as a result of extreme situations. Therefore, we offer the following hardware repair and/or replacement programs for your equipment, plus technical support and software updates to protect your PTP solutions. These programs are designed to give you the flexibility to choose the equipment-protection alternative that best meets your organization's PTP broadband wireless strategy.

## STANDARD WARRANTIES

When you purchase any of our PTP portfolio solutions, the purchase price includes a 12-month limited warranty to the original purchaser for the hardware components. This means a defective hardware component will typically be repaired or replaced within 30 days of return. In addition to the initial hardware repair-and-return program for damaged parts, the Standard Warranty for our PTP Series radios also includes minor software updates as they become available during that initial 12 month period. You can count on our 24 x 7 Support worldwide. Upon receiving your PTP product from Cambium, you will need to register your standard warranty online to activate the free 12-month warranty period and to obtain the notifications of software updates.

## EXTENDED WARRANTIES

Anytime during the initial 12-month Standard Warranty period, you may obtain an Extended Warranty to continue your equipment replacement program and software

warranty for an additional one, two or four years. The following PTP 100 and PTP 200/230' Series Extended Warranties can be purchased through your authorized Cambium Networks Reseller.

| PTP 100 and PTP 200/230 Series Extended Warranties with Equipment Replacement |                      |                          |
|---|----------------------|--------------------------|
| Description   | PTP 100 Part Numbers | PTP 200/230 Part Numbers |
| 1 Additional Year   | SG00TS4011           | SG00TS4012               |
| 2 Additional Years  | SG00TS4019           | SG00TS4020               |
| 4 Additional Years  | SG00TS4027           | SG00TS4028               |

After purchase, you must activate your Extended Warranty online at [Extended Warranty Registration](#) within the current warranty period. You will be asked to enter the module serial number and Warranty Key provided with the Extended Warranty.

<sup>1</sup> The PTP 200 Extended Warranty applies to both the PTP 200 and PTP 230 Series products, models PTP 49200, 54230 and 58230.

**REPORT A PROBLEM**

If you experience a hardware problem with a Cambium PTP 100 or 200/230 Series (PTP 49200, 54230 or 58230) product and suspect a unit is defective, you should call Cambium Technical Support and make arrangements to return the failed unit. The Reseller will open a Return Material Authorization (RMA) on your behalf and instruct you where to send the failed unit. Your replacement unit will be shipped after the damaged unit is received at the return location and the fault is verified as being covered under warranty. Expected turn-around time for replacement of a failed unit is not more than 30 calendar days.

**EXTENDED WARRANTIES**

Any time after the purchase of your PTP 250, 300, 500, 600, 800, 800i or 810 12-month Standard Warranty, you have the option to purchase an Extended Warranty. There are two types of Extended Warranties to receive upgraded and/or extended equipment coverage with technical support and software updates:

- Extended Warranty with and additional one, two or four years of return-and-repair equipment coverage; and
- All Risks Advance Replacement program with an additional one, two or four years of extra equipment coverage.

**EXTENDED WARRANTY AND ALL RISKS ADVANCED REPLACEMENT**

With All Risks equipment coverage and the Advanced Replacement program, these premier PTP Extended Warranties let you upgrade and extend your initial PTP 250, 300, 500, 600, 800, 800i and 810 Series 12-month Standard Hardware Warranty for up to five years.



The All Risks coverage provides hardware repair and replacement for all types of equipment damage, including:

- Hardware defects and failure
- Lightning and weather damage
- Dropped unit
- Fire damage
- Vandalism

The Advanced Replacement Program includes shipment of replacement product from Cambium Networks<sup>2</sup> on the next business day after receipt of a confirmed RMA. When the RMA is approved, we pay the shipping costs in both directions. While the replacement shipping process will be started immediately, upon receipt of an approved RMA, replacement product is shipped using priority courier. Delivery time will depend upon ship-to location and any customs clearance time.

The following two tables list the link and end Extended Warranties and All Risks Advanced Replacement Programs available for PTP 250, 300, 500, 600, 800, 800i and 810 products.

| EXTENDED WARRANTIES AND ALL RISKS ADVANCED REPLACEMENT PROGRAMS <sup>3</sup>   | PART NUMBERS FOR LINK WARRANTIES |         |         |         |         |
|--|----------------------------------|---------|---------|---------|---------|
|  | PTP 250                          | PTP 300 | PTP 500 | PTP 600 | PTP 800 |
| Upgrade to All Risks Advanced Replacement During 1 <sup>ST</sup> Year Warranty | WB3802                           | WB3157  | WB3136  | WB2532  | WB3560  |
| Extended Warranty and All Risks Advanced Replacement, 1 Additional Year        | WB3803                           | WB3158  | WB3137  | WB2533  | WB3561  |
| Extended Warranty and All Risks Advanced Replacement, 2 Additional Years       | WB3804                           | WB3159  | WB3138  | WB2534  | WB3562  |
| Extended Warranty and All Risks Advanced Replacement, 4 Additional Years       | WB3805                           | WB3160  | WB3139  | WB2591  | WB3563  |

<sup>2</sup> Based on your location, equipment may ship from a location in the U.S. or UK.

<sup>3</sup> Replacement units are shipped the next business day after receipt of a confirmed RMA. Delivery time will vary based on the ship-to location and customs.

| EXTENDED WARRANTIES AND ALL RISKS ADVANCED REPLACEMENT PROGRAMS <sup>4</sup>   | PART NUMBERS FOR PTP 800 AND PTP 800i END WARRANTIES <sup>5</sup> |        |                          | PART NUMBERS FOR PTP 810 WARRANTIES |              |
|--|---|--------|--------------------------|-------------------------------------|--------------|
|  | ODU-A & ODU-B   | CMU    | PTP 800i IRFU XVCR & FAN | ODU-A & ODU-B                       | MMU          |
| Upgrade to All Risks Advanced Replacement During 1 <sup>ST</sup> Year Warranty | WB3922  | WB3929 | WB4244                   | WB3922                              | N000081S007A |
| Extended Warranty and All Risks Advanced Replacement, 1 Additional Year        | WB3923  | WB3930 | WB4245                   | WB3923                              | N000081S001A |
| Extended Warranty and All Risks Advanced Replacement, 2 Additional Years       | WB3924  | WB3931 | WB4246                   | WB3924                              | N000081S002A |
| Extended Warranty and All Risks Advanced Replacement, 4 Additional Years       | WB3925  | WB3932 | WB4247                   | WB3925                              | N000081S003A |

An Extended Warranty with All Risks equipment coverage and Advanced Replacement may be the best choice for your organization if:

- You choose not to buy spares.
- You have one spare but run multiple links.
- You operate one or more mission-critical networks, especially within the government or a large enterprise.
- Your PTP equipment is integrated into a larger wireless network without redundancy.

more spare PTP links to use as replacement units, and, therefore, advanced replacement for damaged hardware is not required.

The next two tables show the available link and end Extended Warranties with return-and-repair terms that are available for PTP 250, 300, 500, 600, 800, 800i and 810 products. Link and end Extended Warranties may be purchased from authorized Cambium resellers.

### RETURN-AND-REPAIR

This Extended Warranty option continues your initial PTP 250, 300, 500, 600, 800, 800i and 810 12-month Standard Hardware Warranty with equipment return-and-repair terms for an additional one, two or four years of ownership. The expected turn-around time for return-and-repair of a damaged unit is less than 30 days. This warranty option is especially beneficial when you purchase one or

### SOFTWARE AND TECHNICAL SUPPORT

To further protect your PTP 250, 300, 500, 600, 800, 800i and 810 Series solutions, both the All Risks Advanced Replacement Extended Warranties and the return-and-repair Extended Warranties include 24x7 telephone technical support and minor software enhancements as they become available. (Major software feature enhancements are available with the purchase of a license key and/or new hardware.)

| EXTENDED WARRANTIES WITH RETURN-AND-REPAIR | PART NUMBERS FOR LINK WARRANTIES |         |         |         |         |
|--|----------------------------------|---------|---------|---------|---------|
|  | PTP 250                          | PTP 300 | PTP 500 | PTP 600 | PTP 800 |
| Extended Warranty, 1 Additional Year       | WB3799                           | WB3154  | WB3133  | WB2530  | WB3557  |
| Extended Warranty, 2 Additional Years      | WB3800                           | WB3155  | WB3134  | WB2531  | WB3558  |
| Extended Warranty, 4 Additional Years      | WB3801                           | WB3156  | WB3135  | WB2590  | WB3559  |

<sup>4</sup> Replacement units are shipped the next business day after receipt of a confirmed RMA. Delivery time will vary based on the ship-to location and customs.

<sup>5</sup> The PTP 800 and 800i Extended Warranty with All Risks Advanced Replacement should be available in all geographic regions.

| EXTENDED WARRANTIES WITH RETURN-AND-REPAIR | PART NUMBERS FOR PTP 800 AND PTP 800i END WARRANTIES |        |                    | PART NUMBERS FOR PTP 810 WARRANTIES |              |
|--|--|--------|--------------------|-------------------------------------|--------------|
|  | ODU-A & ODU-B  | CMU    | IRFU WITH ONE XVCR | ODU-A & ODU-B                       | MMU          |
| Extended Warranty, 1 Additional Year       | WB3919   | WB3926 | WB4189             | WB3919                              | N000081S004A |
| Extended Warranty, 2 Additional Years      | WB3920   | WB3927 | WB4190             | WB3920                              | N000081S005A |
| Extended Warranty, 4 Additional Years      | WB3921   | WB3928 | WB4191             | WB3921                              | N000081S006A |

## WARRANTY SERVICES

For your convenience, warranty services can be found at [PTP Warranty Services](#). On the Web site, you will be able to register your purchased product and activate an Extended Warranty:

- **Unit Registration** – With the purchase of a PTP radio, you automatically receive a 12-month Standard Warranty. However, you need to register your product online to establish a “start date” for your 12-month Standard Warranty period and to receive notification of software updates.

### PTP Registration Screen

Customer Name:

Customer Email Address:

Company Name:

Unit 1 MAC Address: 00:04:56:  :  :

Unit 2 MAC Address: 00:04:56:  :  :

Link Name:

Purchase Date:  /  /

Reseller Name:

Reseller Email:

Lightning Protection Fitted:  Yes  No  Not Applicable

Send me emails about software updates

- **Activate A Warranty** – The screen displayed in the following column is used to activate your Extended Warranty. You need to register your units before you can Activate the Warranties for those units.

### PTP Warranty Activation Screen

\* Customer Name:

\* Customer Email Address:

\* Warranty Access ID:

\* Unit 1: 00:04:56:  :  :

Unit 2: 00:04:56:  :  :

\* Link Name:

I have read and agree to the terms and conditions outlined in the Extended Warranty Agreement.

\* Required Fields

- **Report a Problem** – If you experience a hardware problem with a Cambium PTP 250, 300, 500, 600, 800 or 800i product and suspect a component is defective, you should call our Technical Support line and follow the voice prompts for technical support. Then you will be routed to an engineer who will guide you through diagnostics to determine the problem. If the product requires equipment repair and replacement, the engineer will provide an approval code and ask that you complete our RMA form to expedite your product return.

### EXCLUSIONS TO STANDARD WARRANTIES

The initial 12-month Standard Hardware Warranty for any PTP product does not apply to:

- Defects or damage resulting from use of the Product(s) in other than their normal and customary manner.
- Defects or damage occurring from misuse, accident, liquid intrusion or neglect.
- Defects or damage from improper or unauthorized testing, operation, maintenance, service, repair, installation, alteration, modification, or adjustment.
- Product(s) that have been subjected to illegal or unauthorized alteration of the software/firmware.
- Scratches or other cosmetic damage to Cambium Product(s) surfaces that do not affect the operation of the Product(s).
- Product(s) from which Cambium serial numbers, warranty data, tamper-proof seals, or quality assurance decals have been removed or altered.
- Normal and customary wear and tear.
- Damage caused by lightning or other static discharge.

### EXCLUSIONS TO ALL RISKS ADVANCED REPLACEMENT WARRANTIES

- Defects or damage from improper or unauthorized testing, operation, maintenance, service, repair, installation, alteration, modification, or adjustment.
- Product(s) that have been subjected to illegal or unauthorized alteration of the software/firmware.
- Scratches or other cosmetic damage to Cambium Product(s) surfaces that do not affect the operation of the Product(s).
- Product(s) from which Cambium serial numbers, warranty data, tamper-proof seals, or quality assurance decals have been removed or altered.