



Motorola Wireless Broadband

Extended Warranty Programs

Protection For Your Point-to-Multipoint Solutions

At Motorola, our commitment to customer service excellence reflects the superb quality of our products. Our point-to-multipoint (PMP) 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, Motorola offers the following hardware repair and/or replacement programs for your equipment, plus technical support and software updates to protect your PMP solutions. These programs are designed to give you the flexibility to choose the equipment-protection alternative that best meets your organization's PMP broadband wireless strategy.

Standard Warranty for PMP 100 and PMP 400 Series Solutions

When you purchase a Motorola Point-to-Multipoint (PMP) Wireless Access Network – PMP 100 or PMP 400 Series – the purchase price includes a 12-month limited warranty to the original purchaser on the hardware components.

This Standard Warranty provides replacement of a defective unit in the event of a hardware failure. The Standard Warranty also includes a 12-month warranty on Motorola's software, providing:

- Correction or replacement of software to correct significant, demonstrable program or documentation errors
- Replacement of defective media

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 PMP 100 and PMP 400 Extended Warranties can be purchased through your authorized Motorola Reseller.

PMP 100 & PMP 400 EXTENDED WARRANTIES

PART NUMBER	DESCRIPTION
SG00TS4007 A	PMP 100 Access Point Extended Warranty, 1 Additional Year
SG00TS4008 A	PMP 100 Subscriber Module Extended Warranty, 1 Additional Year
SG00TS4009 A	PMP 400 Access Point Extended Warranty, 1 Additional Year
SG00TS4010 A	PMP 400 Subscriber Module Extended Warranty, 1 Additional Year
SG00TS4013 A	CMMmicro Extended Warranty, 1 Additional Year
SG00TS4014 A	CMM4 Extended Warranty, 1 Additional Year
SG00TS4015 A	PMP 100 Access Point Extended Warranty, 2 Additional Years
SG00TS4016 A	PMP 100 Subscriber Module Extended Warranty, 2 Additional Years
SG00TS4017 A	PMP 400 Access Point Extended Warranty, 2 Additional Years
SG00TS4018 A	PMP 400 Subscriber Module Extended Warranty, 2 Additional Years
SG00TS4021 A	CMMmicro Extended Warranty, 2 Additional Years
SG00TS4022 A	CMM4 Extended Warranty, 2 Additional Years
SG00TS4023 A	PMP 100 Access Point Extended Warranty, 4 Additional Years
SG00TS4024 A	PMP 100 Subscriber Module Extended Warranty, 4 Additional Years
SG00TS4025 A	PMP 400 Access Point Extended Warranty, 4 Additional Years
SG00TS4026 A	PMP 400 Subscriber Module Extended Warranty, 4 Additional Years
SG00TS4029 A	CMMmicro Extended Warranty, 4 Additional Years
SG00TS4030 A	CMM4 Extended Warranty, 4 Additional Years



After purchase, you can activate your Extended Warranty online by entering the module serial number and Warranty Key provided with the Extended Warranty.

Report a Problem

If you experience a hardware problem with a Motorola PMP 100 or 400 product and suspect that a unit is defective, you should call your authorized Motorola Reseller and make arrangements to return the failed unit. Then 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 when the damaged unit is received at the return location. Expected turn-around time for replacement of a failed unit is not more than 30 calendar days.

Exclusions to Standard Warranties

The initial 12-month Standard Hardware Warranty for any PMP 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 unauthorized connection to product(s) or non-Motorola supplied equipment
- Product(s) that have been subjected to illegal or unauthorized alteration of the software/firmware
- Scratches or other cosmetic damage to Motorola Product(s) surfaces that do not affect the operation of the Product(s)
- Product(s) from which Motorola 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

Motorola Wireless Broadband

Motorola's comprehensive portfolio of reliable and cost-effective wireless broadband solutions together with our EWLAN solutions provide and extend coverage both indoors and outdoors. The Motorola Wireless Broadband portfolio offers high-speed Point-to-Point, Point-to-Multipoint, Mesh, Wi-Fi and WiMAX networks that support data, voice and video communications, enabling a broad range of fixed and mobile applications for public and private systems. With Motorola's innovative software solutions, customers can design, deploy and manage a broadband network, maximizing uptime and reliability while lowering installation costs.



MOTOROLA