



WIRELESS NETWORK SOLUTIONS

PTP Extended Warranty Programs

Protection for Your Point-to-Point Solutions

At Motorola, our commitment to customer service excellence reflects the superb quality of our products. Our 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, Motorola offers 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 Warranty for PTP 100 and PTP 200 Series Solutions

When you purchase a Motorola Point-to-Point (PTP) Wireless Ethernet Bridge – PTP 100 or PTP 200 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 PTP 100 and PTP 200 Extended Warranties can be purchased through your authorized Motorola Reseller.

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

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

Report a Problem

If you experience a hardware problem with a Motorola PTP 100 or 200 product and suspect 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 after 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.

Standard Warranty for PTP 300, 500, 600 and 800 Series Solutions

When you purchase a Motorola Point-to-Point (PTP) Wireless Ethernet Bridge – PTP 300, PTP 500, PTP 600 or PTP 800 Series – the purchase price includes a 12-month limited warranty to the original purchaser on all hardware components and minor software enhancements as they become available. This Standard Warranty provides a repair-and-return program for damaged components, plus minor software enhancements as they become available and 24x7 telephone support. The expected turn-around time for repair and return of a damaged unit is less than 30 calendar days.

At the time of equipment purchase or prior to the end of your PTP 300, 400,¹ 500, 600 or 800 12-month Standard Warranty, you have the option to purchase one of the following Extended Warranties to receive upgraded and/or extended equipment coverage with technical support and software updates:

- Extended Warranty with “All Risks” equipment coverage and the Advanced Replacement Program
- Extended Warranty with an additional one, two or four years of Repair-and-Return equipment coverage.

Extended Warranty with All Risks Advanced Replacement

With All Risks equipment coverage and the Advanced Replacement program, this premier PTP Extended Warranty upgrades and extends your initial 12-month PTP 300, 400, 500, 600 or 800 Standard Hardware Warranty for up to five years.

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

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

The Advanced Replacement Program includes shipment of replacement product from the United Kingdom² on the next business day after receipt of a confirmed RMA. All shipping materials are provided when the RMA is approved, and Motorola pays the shipping costs to and from the United Kingdom. While the replacement shipping process will be started immediately upon receipt of an approved RMA, delivery time will be dependent upon the ship-to location and customs.

The following Extended Warranties with All Risks Advanced Replacement are available for PTP 300, 400, 500, 600 and 800 Series bridges.

PTP 300, 400, 500, 600 and 800 Series	Part Numbers				
	PTP 300	PTP 400	PTP 500	PTP 600	PTP 800 ⁴
Upgrade to All Risks Advanced Replacement During 1st Year Warranty	WB3157	WB1940	WB3136	WB2532	WB3560
Extended Warranty and All Risks Advanced Replacement, 1 Additional Year	WB3158	WB1950	WB3137	WB2533	WB3561
Extended Warranty and All Risks Advanced Replacement, 2 Additional Years	WB3159	WB1960	WB3138	WB2534	WB3562
Extended Warranty and All Risks Advanced Replacement, 4 Additional Years	WB3160	WB2589	WB3139	WB2591	WB3563

¹ PTP 400 Series products have been retired, but warranties for these products are still available.

² Based on the customer’s location, PTP 800 equipment may ship from a location other than the UK.

³ 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.

⁴ The PTP 800 All Risks Advanced Replacement Extended Warranties may not be available in all geographic regions.

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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 Motorola PTP equipment is integrated into a larger wireless network without redundancy

Extended Warranty with Repair-and-Return

This Extended Warranty continues your initial PTP 300, 400, 500, 600 or 800 12-month Standard Hardware Warranty with equipment Repair-and-Return terms for an additional one, two or four years of ownership. The expected turn-around time for repair and return of a damaged unit is less than 30 days. This warranty option is especially beneficial when you purchase one or more spare PTP links to use as replacement units and, therefore, fast repair and replacement for damaged hardware is not required.

The following Repair-and-Return Extended Warranty programs are available for PTP 300, 400, 500, 600 and 800 Series bridges:

PTP 300, 400, 500, 600 and 800 Series	Part Numbers				
Extended Warranties with Repair and Return Program	PTP 300	PTP 400	PTP 500	PTP 600	PTP 800
Extended Warranty, 1 Additional Year	WB3154	WB1920	WB3133	WB2530	WB3557
Extended Warranty, 2 Additional Years	WB3155	WB1930	WB3134	WB2531	WB3558
Extended Warranty, 4 Additional Years	WB3156	WB2588	WB3135	WB2590	WB3559

PTP 300, 400, 500, 600 and 800 Series Extended Warranties may be purchased from authorized Motorola resellers or directly from the Motorola Technical Support Center using a credit card.

Software and Technical Support

To further protect your PTP 300, 400, 500, 600 and 800 Series solutions, both the All Risks Advanced Replacement Extended Warranty and the Repair-and-Return Extended Warranty 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.)

Warranty Services

For your convenience, warranty services can be found on our Web site under Support, Point-to-Point. On the Web site, you will be able to register your purchased PTP 300, 400, 500, 600 or 800 Series product and activate an Extended Warranty:

- **Unit Registration** – With the purchase of a PTP 300, 400, 500, 600 or 800 Series radio, you automatically receive a 12-month Standard Warranty. You need to register your product online to establish a “start date” for your initial 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: Choose Month... / Choose Day... / Choose Year...

Reseller Name:

Reseller Email:

* Lightning Protection Fitted: Yes No Not Applicable

Send me emails about software updates

* Required Fields

- **Activate A Warranty** – After purchasing an Extended Warranty, you can use the screen displayed below to activate your PTP 300, 400, 500, 600 or 800 Extended Warranty. You will need to Register your units before you can Activate the Warranties for those units. Once you have registered your units and activated your warranties, you can also check the status of your warranty with this same online service.

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

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- **Report a Problem** – If you experience a hardware problem with a Motorola PTP 300, 400, 500, 600 or 800 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 a Motorola 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 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

Wireless Network Solutions

Motorola delivers seamless connectivity that puts real-time information in the hands of users, giving customers the agility they need to grow their business or better protect and serve the public. Working seamlessly together with its world-class devices, Motorola's unrivalled wireless network solutions include indoor WLAN, outdoor wireless mesh, point-to-multipoint, point-to-point networks and voice over WLAN solutions. Combined with powerful software for wireless network design, security, management and troubleshooting, Motorola's solutions deliver trusted networking and anywhere access to organizations across the globe.



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