

PMP Extended Warranty Program

Protection for Point-to-Multipoint Solutions

At Cambium Networks, 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, Cambium 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 Cambium Networks PMP Solutions

When you purchase Cambium Point-to-Multipoint (PMP) Wireless Access equipment, 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 Cambium's software, providing:

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

At any time 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 Extended Warranties can be purchased through your authorized Cambium Networks reseller.

PMP 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 Series Access Point Extended Warranty, 1 Additional Year
SG00TS4010 A	PMP 400 Series Subscriber Module Extended Warranty, 1 Additional Year
SG00TS4031 A	PMP 320 Series Access Point Extended Warranty, 1 Additional Year
SG00TS4032 A	PMP 320 Series Subscriber Module Extended Warranty, 1 Additional Years
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 Series Access Point Extended Warranty, 2 Additional Years
SG00TS4018 A	PMP 400 Series Subscriber Module Extended Warranty, 2 Additional Years
SG00TS4033 A	PMP 320 Series Access Point Extended Warranty, 2 Additional Years
SG00TS4034 A	PMP 320 Series 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 Series Access Point Extended Warranty, 4 Additional Years
SG00TS4026 A	PMP 400 Series Subscriber Module Extended Warranty, 4 Additional Years
SG00TS4035 A	PMP 320 Series Access Point Extended Warranty, 4 Additional Years
SG00TS4036 A	PMP 320 Series Subscriber Module Extended Warranty, 4 Additional Years
SG00TS4029 A	CMMmicro Extended Warranty, 4 Additional Years
SG00TS4030 A	CMM4 Extended Warranty, 4 Additional Years



DATA SHEET

Point-to-Multipoint Extended Warranties

Report a Problem

If you experience a hardware problem with a Cambium PMP 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.

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-Cambium supplied equipment
- 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