

# Return Materials Authorization (RMA) Process for End-Customers

WHEN A HARDWARE ISSUE OCCURS WITH YOUR CAMBIUM DEVICE, THERE ARE DIFFERENT WAYS THAT CAMBIUM MAY PURSUE TO REMEDY THE ISSUE. THIS DOCUMENT EXPLAINS EACH OF THESE APPROACHES.

These are the basic steps to resolve a hardware issue:

- Contact the Cambium Networks Technical Assistance Center (TAC) by phone. Phone numbers are listed at <http://www.cambiumnetworks.com/support/contact-support>, or
- Open a ticket via the Cambium Support Center portal: <https://support.cambiumnetworks.com/>. Log into the portal with your Cambium Support Account ID, then click “Submit a Request”.
- A Technical Support Engineer will work with you to troubleshoot the issue and recommend the best way to resolve the issue.
- If a hardware issue is confirmed, a member of our Customer Care Team will work with you to check warranty status or coverage by one of our Cambium Care programs.

Here are the scenarios that we most commonly deal with:

- **Defective on Arrival (DOA)** – If the hardware issue is caused by a product defect within the first 30 days of purchase, you are entitled to a replacement with a new, identical replacement device. See the Cambium Networks Standard Warranty ([http://www.cambiumnetworks.com/support/warranty/#standard\\_warranty](http://www.cambiumnetworks.com/support/warranty/#standard_warranty)) for a detailed definition of DOA.
- **In Warranty** – If the hardware issue is caused by a product defect after the first 30 days of purchase and within the standard warranty (or extended warranty) period, Cambium will repair or replace the device. Our turnaround time for in-warranty repair or replacement is 30 days. For details of Cambium Networks Standard Warranty, see: [http://www.cambiumnetworks.com/support/warranty/#standard\\_warranty](http://www.cambiumnetworks.com/support/warranty/#standard_warranty)
- **Cambium Care Prime** – Infrastructure devices are covered by our All Risks Advance Replacement coverage. We will ship the replacement unit the next business day following RMA approval. For details see: <http://www.cambiumnetworks.com/support/cambium-care/>
- **All Risks Advance Replacement** – This is an extended warranty program that offers advance replacement as well as special coverage for various types of hardware damage. For details, see: [http://www.cambiumnetworks.com/support/warranty/#extended\\_warranty](http://www.cambiumnetworks.com/support/warranty/#extended_warranty)
- **Per-incident repair** – You may elect to have Cambium repair your device for a fee or select a third-party repair company.

## PROCESSES

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**Entitlement Check.** Cambium offers a variety of support programs with varying levels of coverage and response times. When you contact the TAC, you will be asked for your Cambium ID so that we can immediately verify your level of coverage and deliver the right service level. If you do not have a Cambium ID, we will provide support in accordance with Cambium Care Standard.

For Cambium Care program details, see: <http://www.cambiumnetworks.com/support/cambium-care/>

**Warranty Check.** A member of the TAC's Customer Care Team (CCT) will check the Cambium warranty system using the Manufacturer Serial Number (MSN) to determine warranty status of the device. The CCT Representative may request proof of purchase information such as a packing list or invoice to confirm the purchase date. If the purchase date is disputed and you cannot provide supporting documentation, the DOA or Warranty Claim may be denied.

**Registration and Activation: Extended and Lifetime Limited Warranty, All Risks Advance Replacement, and Cambium Care Prime.** Cambium requires that products that are covered by these programs must be registered and the coverage activated. These actions enter the device in the Cambium hardware tracking system and is proof of coverage if you make a claim for a given device.

When you purchase coverage via one of these programs, you will receive an Entitlement ID that designates the type of coverage purchased and the quantity of devices by product family or Service Category to be covered. The Entitlement ID is delivered to you via email. Activation is done via the Cambium Support Center portal on the Warranty page: <https://support.cambiumnetworks.com/warranty>

It is your responsibility to activate the coverage you purchased using the Entitlement ID. The registration and activation steps are very important. If you purchase coverage but do not complete the registration and entitlement activation process, your devices are not covered.

## HARDWARE SERVICE PROGRAMS

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Here are the web addresses for extended warranty, All Risks Advance Replacement, and Cambium Care Prime:

ACTIVITY	LINK
PTP Device Registration	<a href="http://www.cambiumnetworks.com/support/warranty/#ptp_unit_registration">http://www.cambiumnetworks.com/support/warranty/#ptp_unit_registration</a>
PTP Activation	<a href="http://www.cambiumnetworks.com/support/warranty-test/#activate_ptp">http://www.cambiumnetworks.com/support/warranty-test/#activate_ptp</a>
All Other Activation	<a href="https://support.cambiumnetworks.com/warranty/pmp/registration">https://support.cambiumnetworks.com/warranty/pmp/registration</a>

## OTHER PROCESSES

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**Repair or Replace?** Whether a faulty device is repaired or replaced depends on several factors:

- **DOA** – A device that fails within the first 30 days after end-customer purchase due to a product defect will be replaced with an identical, new product.
- **Warranty and other Coverage Claims** – Cambium will repair or replace a product covered by standard warranty, Cambium Care Prime, or one of our other hardware coverage programs. Replacement devices may be new or refurbished at Cambium's discretion.
- **Paid Repairs** – Cambium will repair your device for a fee if the hardware issue is not covered by one of our hardware coverage programs. Whenever possible, you will be informed of the likely cost prior to sending the device to Cambium for repair. In some cases, the repair cost cannot be determined until the device is physically inspected in the Repair Center. You may elect to have Cambium repair the unit or we will ship it back to you unrepaired.

**RMA Number.** Whenever you return a device directly to Cambium or you return it to a distributor, the packaging must be clearly marked with the RMA number you will be provided either by Cambium or the distributor. The RMA number is eight characters beginning with "RMA". Products that are returned without an RMA number will be sent back to you.

**Shipping.** The return destination varies according to the circumstances as described above. If the return destination is an authorized Cambium Repair Center, the CCT agent will provide the address to you. If the return destination is a distributor, you will have to determine this destination yourself. Typically the distributor that provides the replacement will be the same distributor that you or your reseller purchased the device from. Cambium does not have this information.

Shipping from your location to the Cambium Repair Center or distributor is your responsibility. Return shipment will be paid for by Cambium or the distributor.

## QUESTIONS?

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If you have questions about the RMA process, warranty coverage, or any of Cambium's customer care programs, please contact us by email at [cambiumcare@cambiumnetworks.com](mailto:cambiumcare@cambiumnetworks.com) or call us at one of our phone numbers listed at <http://www.cambiumnetworks.com/support/contact-support>.



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