

# Cambium Networks One (1) Year Limited Warranty

CAMBIUM NETWORKS PRODUCTS ARE COVERED BY INDUSTRY LEADING WARRANTY TO HELP ENSURE EVERY PURCHASE FULFILLS EXPECTATIONS FOR CAPACITY AND PERFORMANCE THROUGHOUT ITS OPERATIONAL LIFE.

**IMPORTANT: BY USING YOUR CAMBIUM NETWORKS PRODUCT, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE CAMBIUM NETWORKS ONE (1) YEAR LIMITED WARRANTY (“PRODUCT WARRANTY” OR “STANDARD WARRANTY”) AS SET OUT BELOW.**

**DO NOT USE YOUR PRODUCT UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY.**

**IF YOU DO NOT AGREE TO THE TERMS OF THE WARRANTY, DO NOT USE THE PRODUCT AND RETURN IT TO THE AUTHORIZED DISTRIBUTOR OR RESELLER WHERE YOU PURCHASED IT FOR A REFUND WITHIN THE RETURN PERIOD STATED IN THEIR POLICY.**

## WHAT IS COVERED BY THIS WARRANTY

Cambium Networks, Ltd. (the “Cambium Networks” or “Cambium”) warrants (the “Product Warranty” or “Standard Warranty”) the Cambium hardware products (“Products”) against defects in material and workmanship, when used under normal conditions and consistent with applicable Product documentation supplied with the Product for a period of ONE (1) YEAR (the “Warranty Period”) from the date of original purchase by the first end-user; provided, however, that for such products identified in **Table 1** below, the one-year warranty is extended for such period as set forth for each such identified product family in such **Table 1**. Cambium’s Product documentation includes but are not limited to information contained in data sheets, technical specifications, user manuals, release notes, field service bulletins and service communications. This Product Warranty extends only to the original end-user of the Product and is not transferable.

*Table 1 Product Warranty Exceptions*

Product Family	Warranty Period
cnMatrix EX Series	Five (5) years
cnMatrix TX Series	Three (3) years
cnPilot E-Series Indoor Access Points	Five (5) years
cnPilot E-Series Outdoor Access Points	Three (3) years
cnRanger	Three (3) years
cnReach	Three (3) years
cnVision	Three (3) years
cnWave 60 GHz Fixed	Three (3) years
ePMP	Three (3) years
PMP 450 Series	Three (3) years
PTP 450 and PTP 550 Series	Three (3) years
Wi-Fi 6/6E/7 Indoor Access Points	Through product End of Life (Limited Lifetime Warranty)
Wi-Fi 6/6E Outdoor Access Points	Three (3) years
Xirrus – X2-120, XR-320, XR-520, XR-620, XR-630, XR-630-FIPS, XD2-230, XD2-240, XD4-130, XD4-240, XA4-240, XS-6xxx	Through product End of Life (Limited Lifetime Warranty)
Xirrus – XR-1xxx, XR-2xxx, XR-4xxx, XR-6xxx, XT-5xxx	Five (5) years
Xirrus – XR-520H, XR-1230H, XR-2425H, XH2-120, XH2-240	Five (5) years

External antennas, batteries, flash drives, surge protectors, power injectors, SFP modules, cables, cable glands, caps, brackets, fasteners etc., are seen as consumables and as such do not carry a warranty longer than ONE (1) YEAR regardless of the underlying Product Warranty to which it is affixed. Embedded software is subject to the applicable Cambium Networks End-user License Agreement (EULA) and/or any specific software warranty terms for additional software products loaded on the device.

## LIMITED LIFETIME WARRANTY

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Cambium's Hardware Limited Lifetime Warranty is applicable to a subset of Cambium hardware products (the "Covered Product") for such Products identified in **Table 1**. "Lifetime" is defined as the period beginning on the date of original purchase by the first end-user of the Product and ending at such date thereafter as identified for each product family (the applicable "Lifetime") as the **End of Life (EoL)**. Under this Limited Lifetime Warranty, Cambium warrants to its end-users for the Lifetime (as defined in **Table 1**) that the Covered Product purchased by such end-user, when used under normal conditions and consistent with applicable Covered Product documentation supplied with the Covered Product, will be free from defects in material and workmanship, and will perform in accordance with the documentation supplied for such Covered Product. Cambium's Product documentation includes but are not limited to information contained in data sheets, technical specifications, user manuals, release notes, field service bulletins and service communications. This Product Warranty extends only to the original end-user of the Product and is not transferable.

## WHAT IS NOT COVERED BY THIS WARRANTY

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This Product Warranty does not cover (i) problems caused by normal wear and tear or otherwise due to the normal aging of the Product, or cosmetic damage; (ii) defects or damage resulting from use of the Product in other than its normal and customary manner or from misuse, abuse, accident, corrosion, fire, liquid intrusion, or neglect; (iii) defects or damage due to lightning surges, electrical power surges and Ethernet surges (iv) defects or damage from improper or unauthorized testing, operation, maintenance, service, repair, installation, alteration, modification, or adjustment of the Product; (v) Product which has had the serial number removed or made illegible; (vi) Product that has its seal(s) on non-user serviceable components or modules broken; (vii) Product that has been subjected to illegal or unauthorized alteration of the software/firmware in the Product; or (viii) Product that is licensed for beta, evaluation, testing or demonstration purposes only.

High Risk Exclusion: Except for the PTP 700, PTP 700 Auto Point TD90, Enhanced Rugged Network Interface Unit and Ruggedized Enhanced Power Injector, this warranty does not cover Product that is deployed in military, defense, or other high-risk activities or in the operation of nuclear facilities, aircraft navigation or aircraft communication systems, air traffic control, life support, or weapons systems.

## THIRD PARTY PRODUCTS

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Cambium Networks provides third party products on an "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND unless Cambium Networks specifies otherwise. However, such third-party products may carry their own warranties and Cambium Networks shall pass through to the end-user any such warranties to the extent authorized. Exercise of such warranty shall be directly between the end-user and the third-party provider.

## WHAT WILL CAMBIUM DO IN THE EVENT OF A WARRANTY BREACH

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The end-user's sole and exclusive remedy and the entire liability of Cambium Networks under this Product Warranty will be, at Cambium Networks' option:

- (i) repair of the Product using new or previously used Cambium genuine parts,
- (ii) shipment of a replacement Product of the same model or a product with equivalent of substantially similar features as the original product that is new or refurbished comprising of Cambium genuine parts, according to the Return Material Authorization process described on the Cambium Networks webpage <https://www.cambiumnetworks.com/support/rma-request/>,
- (iii) refund of the purchase price in exchange of the Product.

Any repair or replacement made under the Product Warranty will not extend the original warranty period. Any service required under the Product Warranty must be performed by an authorized Cambium Networks repair centre or by a Cambium Networks contracted maintenance service provider. Cambium Networks' obligations hereunder are conditioned upon the return of affected Product in accordance with Cambium Networks' then-current Return Material Authorization (RMA) procedures. Cambium Networks reserves the right to refund the purchase price as its exclusive warranty remedy.

## HOW TO MAKE A WARRANTY CLAIM

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Warranty claim on Cambium Networks Products can be made by opening a technical support ticket at <https://support.cambiumnetworks.com>. The ticket may be opened via an online web form or by calling one of the toll-free numbers listed on the website. 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.

Before receiving warranty service, Cambium or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Cambium's procedures for obtaining warranty service. Before submitting your Cambium Product for warranty service, you should maintain a separate backup copy of the contents of its storage media, remove all personal information that you want to protect and disable all security passwords.

DURING WARRANTY SERVICE IT IS POSSIBLE THAT THE CONTENTS OF THE PRODUCT'S STORAGE MEDIA WILL BE LOST, REPLACED OR REFORMATTED. IN SUCH AN EVENT CAMBIUM AND ITS AGENTS ARE NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE STORAGE MEDIA OR ANY OTHER PART OF THE CAMBIUM PRODUCT SERVICED.

Following warranty service your Cambium, Product or a replacement device will be returned to you as your Cambium Product was configured when originally purchased, subject to applicable updates. Cambium may install software updates as part of warranty service that will prevent the Cambium Product from reverting to an earlier version of the system software. Recovery and reinstallation of other software, non-default configurations, data and information are not covered under this Warranty.

Warranty defects must be confirmed by a member of the Cambium Technical Assistance Center (TAC). If a return is authorized, end-user will be given a Return Material Authorization (RMA) number and advised to send the malfunctioning device to an authorized Cambium Repair Center or will be advised to contact a Cambium distributor or reseller point of purchase for a replacement.

Warranty claims may be denied if, following inspection at an authorized Cambium Networks repair center, the defect is determined to be due to a cause not covered by the terms of the Product Warranty. Returning repaired items is 30-45 days from the day Product is received at the authorized Cambium Repair Center to completing the repairs and shipping the Product out to the end-user. Two-way shipping lead times are in addition to the repair time and are subject to courier and import/export delays.

If a warranty claim is denied, Cambium Networks will provide a quote for the repair. The end-user may agree to the repair at the quoted price. Any out of warranty Products shipped to Cambium Networks will not be returned and will be destroyed or repurposed at Cambium Networks' sole discretion unless the end-user authorizes and pays for repair or authorizes and pays for the return of the product.

Cambium Networks reserves the right to change the method by which Cambium may provide warranty service to you, and your Cambium Product's eligibility to receive a particular method of service. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. Cambium may use Cambium Products or replacement parts for service that are sourced from a country that is different from the country from which the Cambium Product or original parts were sourced. You may be responsible for shipping and handling charges if the Cambium Product cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, value added tax and other associated taxes and charges. For international service, Cambium may repair or replace Cambium Products and parts with comparable Cambium Products and parts that comply with local standards, laws and regulations.

### **DEFECTIVE ON ARRIVAL (“DOA”)**

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If any Product is found to be defective at the time of delivery or within the initial 30 days post-delivery, the end-user’s sole remedy shall be to return the Product. Cambium Networks will replace the Product without charge if a return is initiated within the first thirty (30) days of Product purchase in which the defective condition has been identified. A DOA Product must be returned in the original container and packing with all accessories, instructions and documentation included.

### **IN WARRANTY**

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If any Product is found to be defective after the first 30 days of purchase and within the Warranty Period, Cambium will repair or replace the device. The factory turnaround time for in-warranty repair or replacement is 30-45 days.

### **OUT OF WARRANTY**

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If any Product is found to be defective after the standard or extended Warranty Period, the end-user may elect to have Cambium repair your device for a fee or select a third-party repair company.

### **END OF LIFE POLICY**

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Due to regulatory and/or technological developments that affect demand and production, Cambium Networks may reclassify products from Standard Status (product currently offered for sale) to End of Sale (EOS). Unless otherwise stated, Cambium Networks Products will be supported for FIVE (5) YEARS after the EOS reclassification date. This is also known as End of Support or End of Life (EOL). All support services for the product become unavailable after the EOL date, and the product becomes obsolete. For further details see: <http://www.cambiumnetworks.com/eol> and <https://www.cambiumnetworks.com/support/product-lifecycle/>.

## LIMITATIONS OF LIABILITY AND EXCLUSION FROM PRODUCT WARRANTY

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CAMBIUM NETWORKS WILL NOT BE RESPONSIBLE FOR ANY DAMAGE TO PRODUCT CAUSED BY ANCILLARY EQUIPMENT NOT FURNISHED BY CAMBIUM NETWORKS WHICH IS ATTACHED TO OR USED IN CONNECTION WITH THE PRODUCT, OR FOR OPERATION OF THE PRODUCT WITH ANY ANCILLARY EQUIPMENT, AND ALL SUCH ANCILLARY EQUIPMENT IS EXPRESSLY EXCLUDED FROM THIS WARRANTY. CAMBIUM NETWORKS SHALL HAVE NO LIABILITY FOR, AND THIS PRODUCT WARRANTY DOES NOT COVER, COSTS, INCLUDING LABOUR COSTS, RELATED TO THE REMOVAL AND/OR INSTALLATION OR RE-INSTALLATION OF THE PRODUCT NOR FOR THE REPAIR OR REPLACEMENT OF ANY PARTS THAT ARE NOT MANUFACTURED BY CAMBIUM NETWORKS, OR ANY CONSUMABLE PARTS THAT ARE READILY REPLACED IN NORMAL USE.

EXCEPT AS SPECIFIED IN THIS LIMITED WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, ACCURACY OF INFORMATIONAL CONTENT, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY CAMBIUM NETWORKS, ITS SUPPLIERS AND LICENSORS. TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD. BECAUSE SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, THE ABOVE LIMITATION MAY NOT APPLY. THESE WARRANTIES GIVE CUSTOMER SPECIFIC LEGAL RIGHTS, AND CUSTOMER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CAMBIUM NETWORKS DISCLAIMS ALL LIABILITY FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE OR USE OF A PRODUCT, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS OR LOST SAVINGS (INCLUDING LOSS OF REVENUE OR PROFITS ON CONTRACTS, LOSS OF THE USE OF MONEY, LOSS OF GOODWILL, LOSS OF OPPORTUNITY, DAMAGE TO REPUTATION, OR LOSS OF USE OR INTERRUPTION OF BUSINESS, COST OF COVER OR PROCUREMENT OF SUBSTITUTE GOODS), HOWEVER CAUSED, ARISING IN CONTRACT, TORT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE.

CAMBIUM NETWORKS DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCTS WILL BE UNINTERRUPTED OR ERROR-FREE. CAMBIUM NETWORKS DOES NOT WARRANT ANY PRODUCTS THAT HAVE BEEN OPERATED IN EXCESS OF SPECIFICATIONS, DAMAGED, MISUSED, NEGLECTED, OR IMPROPERLY INSTALLED. NEITHER CAMBIUM NETWORKS NOR ITS THIRD-PARTY PROVIDERS CONTROL END USER'S EQUIPMENT OR THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND END USER HEREBY ACKNOWLEDGES THAT THE PRODUCTS AND SERVICES MAY BE SUBJECT TO LIMITATIONS, INTERRUPTIONS, DELAYS, CANCELLATIONS AND OTHER PROBLEMS INHERENT IN THE USE OF COMMUNICATIONS FACILITIES.

NO PERSON IS AUTHORIZED TO WAIVE OR MODIFY THE TERMS OF THIS PRODUCT WARRANTY AND NO ORAL OR WRITTEN REPRESENTATIONS MADE BY CAMBIUM NETWORKS OR AN AGENT THEREOF SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY. THE UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS SHALL NOT APPLY TO ANY TRANSACTIONS REGARDING THE SALE OF THE PRODUCT.

## GOVERNING LAW, JURISDICTION AND VENUE

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This Product Warranty shall in all respects be governed by and interpreted under the laws of the State of Illinois (without regard to the conflicts of laws provisions thereof or the UN Convention on the International Sale of Goods). Any judicial proceeding to resolve claims relating to this Product Warranty will be brought in the courts of Illinois, county and city of Chicago, or the U.S. District Court for the Northern District of Illinois. Cambium Networks reserves the right to institute proceedings relating to this Product Warranty in the courts having jurisdiction in the places where an end-user resides, does business, has assets, or in any jurisdiction where a harm to Cambium Networks is occurring or has occurred.

## EXTENDED WARRANTY PROGRAMS

Cambium offers two types of extended warranty programs for purchase to receive extended and/or upgraded warranty coverage for your hardware products:

- Extended Warranty
- All Risks Advance Replacement

## EXTENDED WARRANTY

Standard Warranty coverage can be extended for most Cambium Networks products for up to a maximum of 5 years of coverage including the standard warranty. To qualify for extended warranty coverage, you must purchase the extension while the product is currently covered by Standard Warranty, Extended Warranty, All Risks Advance Replacement, or Cambium Care Prime. Purchase of these add-on warranties will not extend support past the published End of Support / End of Life (EOL) milestone for the product at <https://www.cambiumnetworks.com/support/product-lifecycle/>. Standard Warranty cannot be extended for accessories including items such as external antennas, batteries, flash drives, surge protectors, power injectors, cables, cable glands, caps, brackets, fasteners etc.

## ALL RISKS ADVANCE REPLACEMENT

All Risks Advance Replacement provides hardware and replacement for hardware defects covered by Standard Warranty and additionally covers other types of equipment damage, including:

- Lightning damage
- Weather damage
- Dropped unit
- Fire damage
- Vandalism

All Risks Advanced Replacement provides shipment of replacement product from Cambium Networks on the next business day after receipt of a confirmed Return Materials Authorization (RMA) from the Cambium Technical Assistance Center (TAC). Delivery time will depend upon ship-to location and any customs clearance time.

Extended Warranty and All Risks Advance Replacement are available for product lines as shown below in **Table 2**. In addition, Cambium Care Advance and Cambium Care Prime provide advance replacement options for select products. For more information, see your Cambium Sales Representative or Cambium Reseller or please visit <https://www.cambiumnetworks.com/support/cambium-care/>.

*Table 2 Extended Warranty and All Risks Advance Replacement*

Product Family	Extended Warranty	All Risks Advance Replacement
cnMatrix TX Series	Yes	Yes
cnRanger	Yes	Yes
cnReach	Yes	Yes
cnVision	Yes	
cnWave 5G Fixed	Yes	Yes
cnWave 60 GHz Fixed	Yes	Yes
Enterprise Wi-Fi Outdoor Access Points – Wi-Fi 6/6E/7	Yes	
ePMP 4K Series	Yes	Yes
ePMP 3K Series	Yes	

Product Family	Extended Warranty	All Risks Advance Replacement
Fiber	Yes	Yes
NSE 3000	Yes	Yes
PMP/PTP 450 Series	Yes	Yes
PTP 450/550/670/700/820/850 series	Yes	Yes
Auto Point TD90, Enhanced Rugged NIU, Ruggedized EPI	Yes	Yes
Residential Wi-Fi	Yes	Yes
Wi-Fi 6/6E Outdoor Access Points	Yes	

## CAMBIUM CARE

Beyond Extended Warranty options, Cambium Care offers a variety of packages for keeping your network running smoothly and profitably. Cambium Care Pro, Advanced, and Prime are each designed to match diverse needs – from occasional assistance to 24/7 coverage with service level agreements and enhanced hardware support. For information on premium support via Cambium care, please visit <https://www.cambiumnetworks.com/support/cambium-care/>

## CONTACTING CAMBIUM NETWORKS

- Support website: <https://www.cambiumnetworks.com/support/>
- Support or Repair enquiries: <https://support.cambiumnetworks.com>
- Telephone number list: <https://www.cambiumnetworks.com/contact-us/>
- RMA process and request: <https://www.cambiumnetworks.com/support/rma-request/>
- Product Warranty Page: <https://www.cambiumnetworks.com/support/warranty/>
- Product End of Life (EoL) policy: <https://www.cambiumnetworks.com/eol/>
- Product Lifecycle: <https://www.cambiumnetworks.com/support/product-lifecycle/>
- Main website: <https://www.cambiumnetworks.com/>
- Address:
  - Cambium Networks Limited,
  - Unit B2, Linhay Business Park, Eastern Road
  - Ashburton, United Kingdom, TQ13 7UP.

## ABOUT CAMBIUM NETWORKS

Cambium Networks empowers millions of people with wireless connectivity worldwide. Its wireless portfolio is used by commercial and government network operators as well as broadband service providers to connect people, places and things. With a single network architecture spanning fixed wireless and enterprise, Cambium Networks enables operators to achieve maximum performance with minimal spectrum. End-to-end cloud management transforms networks into dynamic environments that evolve to meet changing needs with minimal physical human intervention. Cambium Networks empowers a growing ecosystem of partners who design and deliver gigabit wireless solutions that just work.