



Cambium Networks Standard Warranty



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Terms and Conditions

Standard Product Warranty

Cambium Networks, Ltd. (“Cambium Networks”) warrants that for a period of twelve (12) months from the date of original purchase by the first end user (the “Product Warranty”) the Hardware products (“Products”) will be free from defects in material and workmanship, when used under normal conditions and consistent with applicable Product documentation supplied with the Product; provided, however, that for such products identified in Table 1 below, the twelve month standard warranty is extended for such period as set forth for each such identified product family in such Table 1. This Product Warranty extends only to the original end user of the Product and is not transferable. 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. External antennas, batteries, flash drives, etc., are seen as consumables and as such do not carry a warranty longer than twelve (12) months regardless of the underlying product warranty to which it is affixed.

Table 1: Product Warranty Exceptions

Product	Warranty Period
ePMP	Thirty-six (36) months
PMP450 series including subscriber modules and access points	Thirty-six (36) months
PTP450 and PTP550 series	Thirty-six (36) months
cnPilot R-Series Residential [1] Access Points	Twelve (12) months
cnPilot E-Series Outdoor [2] Access Points	Thirty-six (36) months
cnPilot E-Series Indoor [3] Access Points (excludes E400 and E430W)	Sixty (60) months
cnMatrix – TX Series	Thirty-six (36) months
cnMatrix – EX series	Sixty (60) months
cnRanger	Thirty-six (36) months
cnReach	Thirty-six (36) months

Product	Warranty Period
cnVision	Thirty-six (36) months
cnWave 60 GHz Fixed	Thirty-six (36) months
Xirrus – XR-520H, XR-1230H, XR-2425H, XH2-120, XH2-240	Sixty (60) months
Xirrus – XR-1xxx, XR-2xxx, XR-4xxx, XR-6xxx, XT-5xxx product families [4]	Sixty (60) months
Xirrus – X2-120, XR-320, XR-520, XR-620, XR-630, XR-630-FIPS	Through product end of life
Xirrus – XD2-230, XD2-240, XD4-130, XD4-240, XA4-240, XS-6xxx product family [4]	Through product end of life
Wi-Fi 6 Indoor Access Points – XV2-2X, XV2-22H, XV2-21X, XV3-8, XE3-4, XE5-8,	Through product end of life
Wi-Fi 6 Outdoor Access Points – XV2-2T, Xv2-23T, XE3-4TN	Thirty-six (36) months

[1] Residential units are prefixed with the letter R and model number, e.g., Rxxx.

[2] Outdoor units are identified with odd number model numbers following the E prefix, e.g., E5xx.

[3] Indoor units are identified with even number model numbers following the E prefix, e.g., E4xx, E6xx, etc.

[4] The 'xxx' refers to the last three numerical digits in the product model number. These product families do not include any product model numbers with less than four digits after the dash.

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, repair of the Product, shipment of a replacement within the warranty period and according to the replacement process described on the Cambium Networks Product Warranties web page, or a refund of the purchase price. 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 center 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.

Restrictions

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

In addition, with the exception of the PTP 700, this Limited Lifetime 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.

Limited Lifetime Warranty

Cambium's Hardware Limited Lifetime Warranty is applicable to a subset of Cambium hardware products (the "Covered Product"). "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"). Under this Limited Lifetime Warranty, Cambium warrants to its end users for the Lifetime (as defined) 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.

Warranty Claims

In-warranty defects must be confirmed by a member of the Cambium Technical Assistance Center (TAC). 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.

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.

Defective on Arrival ("DOA") Claims

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 service 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.

Submitting a Request for a DOA or Warranty Claim

See <https://www.cambiumnetworks.com/support/rma-request/> for information about how to submit a request for a DOA or Warranty claim.

DISCLAIMER OF WARRANTY

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.

Exclusions from the Product Warranty and Limitations of Liability

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 labor 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.

For a Product to be covered under this Product Warranty, the end user must: operate the Product in accordance with the applicable Product documentation; comply with all applicable laws and regulations governing the installation and use of the Product; and obtain all locally required authorizations, permits, and licenses.

Third Party Products

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.

Governing Law, Jurisdiction and Venue

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.

About Cambium Networks

Cambium Networks provides professional grade fixed wireless broadband and microwave solutions for customers around the world. Our solutions are deployed in thousands of networks in over 153 countries, with our innovative technologies providing reliable, secure, cost-effective connectivity that's easy to deploy and proven to deliver outstanding performance.

Our award-winning Point to Point (PTP) radio solutions operate in licensed, unlicensed, and defined use frequency bands including specific FIPS 140-2 solutions for the U.S. Federal market. Ruggedized for 99.999% availability, our PTP solutions have an impeccable track record for delivering reliable high-speed backhaul connectivity even in the most challenging non-line-of-sight RF environments.

Our flexible Point-to-Multipoint (PMP) solutions operate in the licensed, unlicensed, and federal frequency bands, providing reliable, secure, cost-effective access networks. With more than three million modules deployed in networks around the world, our PMP access network solutions prove themselves day-in and day-out in residential access, leased line replacement, video surveillance and smart grid infrastructure applications.

Cambium Networks solutions are proven, respected leaders in the wireless broadband industry. We design, deploy, and deliver innovative data, voice and video connectivity solutions that enable and ensure the communications of life, empowering personal, commercial and community growth virtually everywhere in the world.

Contacting Cambium Networks

Support website	https://www.cambiumnetworks.com/support/
Main website	https://www.cambiumnetworks.com/
Solutions enquiries	https://www.cambiumnetworks.com/solutions/
Support enquiries	https://support.cambiumnetworks.com/
Repair enquires	https://support.cambiumnetworks.com/
Telephone number list	https://www.cambiumnetworks.com/contact-us/
Standard Warranty Page	https://www.cambiumnetworks.com/support/standard-warranty/
Address	Cambium Networks Limited, Unit B2, Linhay Business Park, Eastern Road Ashburton, United Kingdom, TQ13 7UP.



www.cambiumnetworks.com

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