



Your Network's Edge

## Product Warranty Policy – North America

### Warranty:

RAD Data Communications Inc. (RAD) warrants that all standard RAD products\* purchased on or after January 1, 2012\*\* shall be free of hardware defects for a period of **five (5) years** from the date of shipment. Coverage is provided as follows:

- **Year 1:** RADcare Basic Service (includes hardware warranty, business hours telephone support, and software updates)
- **Years 2-5:** Hardware warranty only (full support available via purchase of a RADcare contract)

RAD will repair or replace defective products within the warranty period. RAD shall have a reasonable time to make repairs and return equipment to the customer.

This warranty is void if upon examination of the product, it is determined by RAD that the defect occurred as a result of accident, misuse, neglect, alteration, improper installation, unauthorized repair or improper testing. This warranty is in lieu of all other warranties, expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Warranty services do not include support for installation, staging, remote diagnostic access, add, moves, changes, maintenance, advance replacement or application support and training. These services are available on a per incident or contract basis.

While RADcare service contracts can be purchased anytime, we strongly recommend they be purchased before the first year of Basic Service lapses to ensure uninterrupted coverage. Reinstating RADcare coverage for equipment that has lapsed will incur the cost of the prospective RADcare coverage plan, as well as the cost of coverage for the uncovered period, and a 2% Annum Charge. For the best value, purchase your RADcare service contract upfront (with equipment purchase) and be aware that extended duration contracts are generally more cost-effective than single-year contracts.

#### \* Exclusions:

1. Airmux products, the warranty is two (2) years hardware / RADcare Basic Service
2. Packetlight, PowerFlow, Licensed Wireless Backhaul and Front Haul Solutions, Optical SFPs/XFPs, cables & certain IPmux-24 configurations the hardware warranty duration is one (1) year from the date of shipment.
3. DXC-5000 family has a (3) year, 36-month warranty.
4. ETX-2v, the hardware warranty duration is two (2) years from the date of shipment

*\*\* Other exclusions may apply, review individual offers and/or consult RAD Customer Service for further details. Products purchased prior to January 1, 2012 are warranted for one (1) year from the date of delivery with verification (for end users) or fifteen (15) months from RAD's ship date (for VARs).*

## **RADcare Maintenance Contracts**

While the hardware warranty extends a full five years for all RAD products\* purchased on or after January 1, 2012\*\*, the RADcare Basic Service portion (phone support, software updates, etc) of the warranty expires after one year. You can continue support, or upgrade to more comprehensive technical support coverage, by purchasing a RADcare Maintenance contract – visit [www.radcare.com](http://www.radcare.com) for details). RADcare service contracts can be purchased anytime, however, we strongly recommend they be purchased before the first year of Basic Service lapses to ensure uninterrupted coverage. Reinstating RADcare coverage for equipment that has lapsed will incur the cost of the prospective RADcare coverage plan, as well as the cost of coverage for the uncovered period, and a 2% Annum Charge. For the best value, purchase your RADcare service contract upfront (with equipment purchase) and be aware that extended duration contracts are generally more cost-effective than single-year contracts.

### **Warranty Repairs for Hardware Defects in Year 1:**

Upon determination that a product may be defective, the end user should contact RAD's Technical Assistance Center (TAC) directly at 800-444-7234 (option #3). A case number will be assigned, and if it is determined that the product is defective, a Return Material Authorization (RMA) will be processed by TAC. An e-mail notification will be sent along with the RMA number and return instructions. **The end user is responsible for freight in, and RAD pays freight out (within the U.S.).**

RMAs for equipment not received within two weeks will be cancelled unless approved otherwise at the time of RMA request. A handling fee of \$200 will be charged for units that are returned without the direction of the TAC and found to be non-faulty.

### **Warranty Repairs for Hardware Defects in Years 2-5:**

Upon determination that a product may be defective, the end user should email an RMA request to RAD's Customer Service department at [returnsusa@rad.com](mailto:returnsusa@rad.com) or call 800-444-7234 (option #2). Customer Service personnel will review the RMA request and respond with an RMA number and instructions for shipping the unit to RAD for repair. **The end user is responsible for freight in, and RAD pays freight out (within the U.S.).**

RMAs for equipment not received within two weeks will be cancelled unless approved otherwise at the time of RMA request. A handling fee of \$200 will be charged for units that are returned for repair but found to be non-faulty.

**Important:** A RADcare support contract is required if the end user wishes to consult with RAD's TAC for troubleshooting purposes prior to sending the unit for repair. Customers without a RADcare contract are considered 'self-maintained' and not eligible for technical phone support.

RAD strongly recommends that customers who do not wish to self-maintain upgrade their RADcare coverage at the time of equipment purchase or purchase a new contract prior to expiration of the initial year of RADcare Basic Service. RADcare contracts can be purchased or renewed by calling RAD toll free at 800-444-7234 (option #4) or via email at [radcaresales@radusa.com](mailto:radcaresales@radusa.com).

### **Out-of-Warranty Repairs:**

RAD will repair products that are **out-of-warranty** at a cost of **50% of the unit's current list price**. RAD will support product for a maximum period of seven (7) years from purchase, or up to five (5) years after the product is discontinued, whichever comes first. Warranty for repaired product is 180 days.

All out-of-warranty RMA requests should be directed to the point of purchase. If this is not possible, the end user should email an RMA request to RAD's Customer Service department at [returnsusa@rad.com](mailto:returnsusa@rad.com) or call 800-444-7234 (option #2).

In addition to a detailed problem description and product serial number, a valid credit card number is required. Once these requirements are satisfied, Customer Service personnel will respond with an RMA number and instructions for shipping the unit to RAD for repair. **The end user is responsible for all out-of-warranty repair shipping charges.** RMAs for equipment not received within two weeks will be cancelled unless approved otherwise at the time of RMA request.

### **Non-Repairable Products:**

If upon inspection, the product is not repairable, the end user will be notified and the product will be returned. Additionally, certain items (primarily accessories) cannot be repaired outside of warranty and require a purchase order if replacement is requested by the customer. RAD's Customer Service team will advise at the time of RMA repair request if the product is non-repairable.

**For additional information about RADcare Maintenance Services, please visit [www.rad.com](http://www.rad.com) > Partners Menu > Support**