

## Warranty Information

### Limited Warranty

Spectracom, a business of the Orolia Group, warrants each new standard product to be free from defects in material, and workmanship for the duration of the warranty period after shipment in most countries where these products are sold, EXCEPT AS NOTED BELOW (the “Warranty Exceptions”, “Warranty Exclusions” and “Country Variances”).

#### *Five Year Limited Warranty*

- SecureSync Products\*
- NetClock Products\*
- Epsilon Clock EC20S\* and EC22S
- Epsilon Switch & Amplifier System (SAS-E)
- TV400W

#### *Three Year Limited Warranty*

- GPS/GNSS Simulators
- Pendulum Test & Measurement Products GPS-12R, CNT-9x, 6688/6689\*, GPS-88/89\*, DA-35/36

#### *Two Year Limited Warranty*

- VersaSync Rugged Time Server
- Rubidium Oscillators
- Epsilon Board EBO3
- Epsilon Clock 1S, 2S/2T, 3S, 31M
- Epsilon SSU
- Power Adaptors
- Digital and IP/POE Clocks
- WiSync Wireless Clock Systems and IPSync IP Clocks
- Rapco 1804, 2804, 186x, 187x, 188x, 189x, 2016, 900 series

#### *One Year Limited Warranty*

- Timeview Analog Clock
- Path Align-R Products
- Bus-level Timing Boards
- IRIG-B Distribution Amplifiers



- VelaSync High Speed Time Server
- Geo Inertial Navigation Products (Geo-PNT, Geo-iNAV, Geo-hNAV, Geo-RelNav)
- GPS antenna system components, cables, other accessories

#### *90 Day Warranty*

- TimeKeeper, Presentense and other Software products

#### *Warranty Exceptions*

This warranty shall not apply if the product is used contrary to the instructions in its manual or is otherwise subjected to misuse, abnormal operations, accident, lightning or transient surge, or repairs or modifications not performed by Spectracom authorized personnel.

Any Rubidium oscillator's warranty is two-years even when integrated into products (\*) with a greater warranty period.

#### *Country Variances*

All Spectracom products sold in India have a one year warranty.

#### *Warranty Exclusions*

Batteries, fuses, or other material contained in a product normally consumed in operation Shipping and handling, labor & service fees

EXCEPT FOR THE LIMITED WARRANTY STATED ABOVE, SPECTRACOM DISCLAIMS ALL WARRANTIES OF ANY KIND WITH REGARD TO SPECTRACOM PRODUCTS OR OTHER MATERIALS PROVIDED BY SPECTRACOM, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Spectracom shall have no liability or responsibility to the original customer or any other party with respect to any liability, loss, or damage caused directly or indirectly by an Spectracom product, material, or software sold or provided by Spectracom, replacement parts or units, or services provided, including but not limited to any interruption of service, excess charges resulting from malfunctions of hardware or software, loss of business or anticipatory profits resulting from the use or operation of the Spectracom product or software, whatsoever or howsoever caused. In no event shall Spectracom be liable for any direct, indirect, special or consequential damages whether the claims are grounded in contract, tort (including negligence), or strict liability.

#### **Extended Warranty Coverage**

Extended warranties can be purchased for additional periods beyond the standard warranty. Contact Spectracom no later than the last year of the standard warranty for extended coverage.



## Warranty Claims

Spectracom's obligation under this warranty is limited to the cost of in-factory repair or replacement, at Spectracom's option, of the defective product or the product's defective component. Spectracom's Warranty does not cover any costs for installation, reinstallation, removal or shipping and handling costs of any warranted product. If in Spectracom's sole judgment, the defect is not covered by the Spectracom Limited Warranty, unless notified to the contrary in advance by customer, Spectracom will make the repairs or replace components and charge its then current price, which the customer agrees to pay. In all cases, the customer is responsible for all shipping and handling expenses in returning product to Spectracom for repair or evaluation. Spectracom will pay for standard return shipment via common carrier. Expediting or special delivery fees will be the responsibility of the customer.

## Warranty Procedure

Spectracom highly recommends that prior to returning equipment for service work, our technical support department be contacted to provide trouble shooting assistance while the equipment is still installed. If equipment is returned without first contacting the support department and "no problems are found" during the repair work, an evaluation fee may be charged.

Spectracom shall not have any warranty obligations if the procedure for warranty claims is not followed. Customer must notify Spectracom of a claim, with complete information regarding the claimed defect. A Return Authorization (RMA) Number issued by Spectracom is required for all returns. Returned products must be returned with a description of the claimed defect, the RMA number, and the name and contact information of the individual to be contacted if additional information is required by Spectracom. Products being returned on an RMA must be properly packaged with transportation charges prepaid.