



Wireless Network Solutions

Extended Warranty Programs

Protection for Your Mesh Wide Area Network Solutions

This program is designed to assist with the protection of your Mesh Wide Area Network (MWAN) investment for the 4300 and 6300 product series and the AP 7181 product. At Motorola, our commitment to excellent customer service is reflected in the superb quality of our products. Our Mesh Wide Area Network products are engineered using high industry standards, and quality tested to withstand the challenging environments they encounter. However, even with a high level of attention to product testing and quality, we realize that occasionally hardware components can fail. Motorola has created a dedicated program for extending the standard warranty period for the MWAN product portfolio and its corresponding software. For an additional fee, this extended warranty encompasses hardware repair and/or replacement for your equipment, plus technical support and software updates. These programs are designed to give you the flexibility to choose the equipment protection that you desire.

Standard Warranty for Mesh Wide Area Network Products

The purchase price of a Motorola MWAN product includes a 12 month limited warranty on the hardware components for the original purchaser ("Standard Warranty"). This Standard Warranty provides replacement of a defective unit in the event of a hardware failure. The Standard Warranty also includes a 12 month warranty on Motorola's software, limited to:

- Correction or replacement of software resulting in significant, demonstrable program or documentation errors
- Replacement of defective media

Anytime during the initial 12 month Standard Warranty period, you may purchase an extended warranty to continue coverage for hardware and software for an additional one, two or four years ("Extended Warranty"). The Extended Warranty for each product has a unique part number. The Extended Warranties can be purchased through your authorized Motorola Reseller.

Following the purchase of a Mesh Extended Warranty, the warranty can be activated online at <http://motorola.wirelessbroadbandsupport.com/mesh>.

Each product serial number is required in order to complete online activation against the number of extended warranty entitlements purchased. The online system will automatically adjust your Extended Warranty period and entitlement, allowing access to hardware and software support.

Reporting a Product Issue

If you experience a hardware problem with a Motorola MWAN product and suspect that a unit is defective, you should call your authorized Motorola Reseller and make arrangements to return the failed unit. The Motorola authorized reseller will open a Return Material Authorization (RMA) on your behalf and instruct you where to send your mesh product for repair. Turn-around time for replacement of a failed unit is expected to be within 30 calendar days, but can vary based on severity, and the work required.

Updating Software

Within the Standard Warranty period and throughout Extended Warranty entitlement it is possible to access the latest software for Motorola Mesh Wide Area Network products from our dedicated support site at: <http://motorola.wirelessbroadbandsupport.com/support/mesh/software/>

EXTENDED WARRANTY DATA SHEET

Motorola Wireless Broadband

Motorola's comprehensive portfolio of reliable and cost-effective wireless broadband solutions together with our WLAN solutions provide and extend coverage both indoors and outdoors. The Motorola Wireless Broadband portfolio offers high-speed Point-to-Point, Point-to-Multipoint, Mesh, Wi-Fi and WiMAX networks that support data, voice and video communications, enabling a broad range of fixed and mobile applications for public and private systems. With Motorola's innovative software solutions, customers can design, deploy and manage a broadband network, maximizing uptime and reliability while lowering installation costs.

To access software you will need the serial number of the unit requiring a software download. You will then be directed to the current software download for the associated product type.

Further Online Resources

Motorola MWAN products have dedicated support offering the following tools:

- Technical Documents Library
- Mesh Solution Papers
- Technical White Papers
- Design Guides
- Technology Videos
- Case Studies
- Software Downloads
- Product Registration and Warranty Viewer

Exclusions to Standard/Extended Warranties

The initial 12 month Standard Warranty and any Extended Warranty for MWAN products do not apply to:

- Defects or damage resulting from use of the product(s) in other than their normal and

customary manner

- Defects or damage occurring from misuse, accident, liquid intrusion or neglect
- Defects or damage from improper or unauthorized testing, operation, maintenance, service, repair, installation, alteration, modification, or adjustment
- Product(s) that have been subjected to unauthorized connection to product(s) or non-Motorola supplied equipment
- Product(s) that have been subjected to illegal or unauthorized alteration of the software/firmware
- Scratches or other cosmetic damage to Motorola product(s) surfaces that do not affect the operation of the product(s)
- Product(s) from which Motorola serial numbers, warranty data, tamper-proof seals, or quality assurance decals have been removed or altered
- Normal and customary wear and tear
- Damage caused by lightning or other static discharge
- Damage caused by lighting or other static discharge where ground recommendations provided by Motorola were not followed
- Damage caused by severe weather and or natural disasters

Part Number	Product Description
HKVN4020A	MWAN 4300 (Duo) Series Extended Warranty, 1 Additional Yr
HKVN4023A	MWAN 4300 (Duo) Series Extended Warranty, 2 Additional Yrs
HKVN4026A	MWAN 4300 (Duo) Series Extended Warranty, 4 Additional Yrs

Part Number	Product Description
HKVN4033A	MWAN AP 7181 Infrastructure Extended Warranty, 1 Additional Yr
HKVN4034A	MWAN AP 7181 Infrastructure Extended Warranty, 2 Additional Yrs
HKVN4035A	MWAN AP 7181 Infrastructure Extended Warranty, 4 Additional Yrs

Part Number	Product Description
HKVN4018A	MWAN 6300 (Solo) Series Infrastructure Extended Warranty, 1 Additional Yr
HKVN4019A	MWAN 6300(Solo) Series Client Extended Warranty, 1 Additional Yr
HKVN4021A	MWAN 6300 (Solo) Series Infrastructure Extended Warranty, 2 Additional Yrs
HKVN4022A	MWAN 6300 (Solo) Series Client Extended Warranty, 2 Additional Yrs
HKVN4024A	MWAN 6300 (Solo) Series Infrastructure Extended Warranty, 4 Additional Yrs
HKVN4025A	MWAN 6300 (Solo) Series Client Extended Warranty, 4 Additional Yrs



MOTOROLA

Motorola, Inc., 1299 E. Algonquin Road, Schaumburg, Illinois 60196 U.S.A.
Motorola.com/uk/wirelessnetworksolutions
Motorola.com/uk/mesh

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