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Radio Equipment Warranty Information

Webformix provides a comprehensive 3-year warranty from the date of installation that includes the following services at no additional charge:

- On-site replacement of the faulty client radio and related indoor equipment (power supply, PoE, supplied data cable.)
- Troubleshooting, and diagnosis of faulty client radio.
- Re-alignment and/or re-pointing the client radio.
- Typical on-site replacement is 48 hours or less.

The warranty has the following requirements:

- It is the responsibility of the client to alert Webformix if there is a suspected problem with their service and/or client radio.
- This warranty does not cover replacement or repair of any other equipment connected to the radio client.
- The radio must be grounded properly and plugged into an approved surge protector for the duration of the installation. A Webformix installation technician must approve the grounding and the surge protector.
- Clients that choose to perform their own wiring, installation, or have non-standard power systems may not be eligible for warranty support.
- If Webformix support finds that the equipment has been abused, tampered with, or suspect, a consulting and/or equipment replacement fee of \$250 may be assessed.
- After the 3-year warranty is up, warranty extensions or additions will be handled on a case-by-case basis at the client's request.
- This warranty only covers Tranzeo CPQ-XX series client equipment installed after Jan 1st 2006.
- All other equipment sold by Webformix is covered by their respective manufacture warranties (if any), and unless specified are not supported by Webformix in any way.
- Webformix reserves the right to verify any claim against the above listed warranty requirements.

Please see the Webformix Service Agreement for additional information.