

Teledyne Paradise Datacom

MODEM WARRANTY GUIDANCE

Warranty document issue 17 (14 Jan 2021)



This warranty statement is effective from 14 January 2021 and applies to satellite modem products only. The non-warranty repair charges defined here apply to all repairs from this date.

Warranty Period

The standard warranty period is two years from the original date of shipment. Extended warranties are available and can be purchased at the time the original purchase order is placed.

A further 90-day warranty is applied to all out-of-warranty repairs, commencing on the date that the modem is shipped back to the customer. This extended warranty applies only to the workmanship and replacement parts specific to the repair work undertaken.

Warranty Cover

Teledyne Paradise Datacom will, at its option, repair or replace products that fail due to defects in materials or workmanship.

Warranty Cover Exclusions

Teledyne Paradise Datacom will charge (at the out-of-warranty repair rate) in the following circumstances:

- Where the warranty-seal is broken (without approval); damage or malfunction due to mishandling or incorrect operation; damage due to environmental factors (e.g. lightning strike, exposure to extreme temperatures, etc.); damage due to tampering with the equipment.
- Where equipment is returned without an explicit fault report.
- Where equipment is returned for repair but on investigation it is determined that no fault exists.

Return of Equipment

By requesting an RMA (Return Merchandise Authorisation), you unconditionally agree that any Goods returned to us entitle us to act and interact with the Goods on the basis that we have title in the Goods from the point of creation of the customs declaration.

All non-warranty repairs require a purchase order to be provided by the customer. No repair work will commence until Teledyne Paradise Datacom is in receipt of the purchase order.

Equipment should be returned in the original packaging or packaging of an equivalent standard. Teledyne Paradise Datacom can supply replacement packaging to return Goods if necessary. For equipment returned under warranty, the customer is responsible for freight to Teledyne Paradise Datacom and all related customs, taxes, tariffs, clearance charges, insurance, etc. Teledyne Paradise Datacom is responsible for the freight charges for return of the equipment from Teledyne Paradise Datacom to the customer. Teledyne Paradise Datacom will return the equipment by the same method as the equipment was sent to Teledyne Paradise Datacom.

Further information is provided in the section 'Repair Return Procedure'.

Out-of-warranty Repair Charges

All prices are in U.S. dollars.

Out-of-warranty repairs will be charged at \$150 per hour plus materials, subject to a minimum charge of:

- \$1495 for Evolution, Quantum and Vision Series modems, plus one-way carriage costs.
- \$1495 for Q-series modems (including Q-Flex, Q-Lite and Q-MultiFlex) plus one-way carriage costs.

The minimum charge will be applied even if no fault is found or if the modem is deemed beyond economic repair.

Teledyne Paradise Datacom reserves the right to revise repair charges without notice. The latest repair charges are available on request.

Repair Times

The repair turnaround time varies with workload. Target repair turnaround times are shown below.

Repair Type	Target Repair Turnaround Time
Warranty	Less than 10 working days
Non-warranty	Less than 20 working days from receipt of purchase order

Repair Return Procedure

No equipment will be accepted for repair unless this procedure is followed. Any costs arising from shipping of equipment contrary to this procedure will be charged to the customer.

1. Many system faults can result in incorrect equipment operation so please ensure the Modem is really at fault, rather than some other part of the system. There are no user serviceable parts within the Modem; products must be returned for repair as originally purchased.
2. Note that the Modem software will always be upgraded to the latest production version unless the fault report form makes it clear that this should not be done. There is space on fault report form to specify a preferred software version, if required.
3. Contact the UK Teledyne Paradise Datacom office for an RMA number. The email address to request a Modem RMA is:
ParadiseModemSupport@Teledyne.com
4. Teledyne Paradise Datacom customer support will provide a set of blank RMA forms. Please write a detailed fault report, describing the fault symptoms, the conditions under which the fault appears and what other equipment is involved. Completed End-User Certification and Fault Report forms will be required before an RMA number can be issued.
5. The forms can be completed using MS Word. They need to be signed where indicated. Digital signatures are acceptable or the form can be printed, signed and scanned.
6. The RMA number must be quoted on all documentation and marked on the outside of the packaging.

7. Please include a printed copy of the RMA forms inside the box with the Goods.
8. Generate the required customs paperwork in accordance with the applicable laws and regulations.
9. Send the Goods to the Teledyne Paradise Datacom Global Repair Centre. The shipping address and contact details for the Global Repair Centre are as follows:

Teledyne Paradise Datacom,
2 & 3 The Matchyns,
Rivenhall End,
Witham,
Essex,
CM8 3HA,
England, UK.

Phone: +44 1376 515636

10. Email a copy of the fault report, airway bill and customs paperwork to the Teledyne Paradise Datacom office that issued the RMA number.
11. Teledyne Paradise Datacom will inspect the unit and will issue an estimate of the cost of repairs and shipping.
12. When requested, please provide an official purchase order in US dollars to cover the total cost so that the repairs can proceed.

Customs Statements for Goods being returned to the UK from outside of the European Union

The following statement must appear on all customs paperwork for Goods being returned to the UK from outside of the European Union:

This invoice is for Customs purposes only and has no commercial value.

These Goods are being returned for repair and will be re-exported.

**The Goods on this invoice are covered by UK/EU Trade Tariff
Commodity Code heading XXXXXXXXXX.**

In the above statement, XXXXXXXXXX refers to the specific Trade Tariff/Commodity Code for the returned item and must be replaced by the code number shown in the table below:

Code	Item
8517620000	Q-Flex Series Modem
8517620000	Q-Lite Series Modem
8517620000	PD10/25/55(L) Evolution Series Satellite Modem
8517620000	PD20/60(L) Quantum Series Satellite Modem
8517620000	PD80(L) Vision Series Satellite Modem
8517620000	PD55S(L) Redundancy System
8517620000	PD60S(L) Redundancy System
8517699000	PDQS 1:N Redundancy Switch
8544421000	Modem Cables
8517700000	Spare parts for PD10/25/55 or PD20/60 or PD80 Range (Electronic)

N.B: The Value for Customs purposes of the Modem shown on your commercial invoice should be the depreciated value, not the original purchase price. We can advise you of the current depreciated value. Please note that this is for Customs purposes only.

Please ensure that the RMA numbers are quoted on all paperwork and that copies of the paperwork (including the return address, contact name and telephone number) are enclosed with the equipment and emailed to your Teledyne Paradise Datacom support contact **prior to shipment**.