

# Warranty Statement

## Standard and Extended Warranty



03/29/2021

### WHAT THIS WARRANTY COVERS AND FOR HOW LONG:

Hytera US warrants its manufactured Communication Products against defects in material and workmanship under normal use and service for a period of time from the date of purchase by end-user but cannot exceed 6 months from the original shipment date from Hytera as scheduled below:

### HYTERA BRAND DMR TERMINALS AND REPEATERS:

Hytera Brand DMR radios and DMR repeaters have a standard warranty period of (3) three years (See Important Statement #3) from time of purchase, not including any extended warranty which can be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to our website ([www.hytera.us](http://www.hytera.us)) for extended warranty availability. Pricing for extended warranties is listed on our website ([www.hytera.us](http://www.hytera.us)). Refer to the product page for current extended warranty pricing. If an extended warranty is purchased for a product, the maximum warranty period will be (5) five years. No additional extended warranties can be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility.

All claims for repair must follow Hytera's standard RMA entry procedures. Other Hytera Brand radios and repeaters have a standard warranty period of (2) two years from date of purchase. Hytera Brand DMR radios and DMR repeaters have a standard warranty period of (3) years from date of purchase, not including any extended warranty which may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to our website ([www.hytera.us](http://www.hytera.us)) for extended warranty availability. Pricing for extended warranties are listed on our website ([www.hytera.us](http://www.hytera.us)). Refer to the product page for current extended warranty pricing. If an extended warranty is purchased for a product, the maximum warranty period cannot exceed (5) five years. No additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility.

All claims for repair must follow Hytera's standard RMA entry procedures. Other Hytera Brand radios and repeaters have a standard warranty period of (2) two years from date of purchase.

### HYTERA BRAND MULTI-MODE AND LTE TERMINALS:

Hytera Brand Multi-mode and LTE terminals have a standard warranty period of (2) two years from date of purchase, (Except the display screen kit, 1 year Warranty Only) not including any extended warranty which may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to our website ([www.hytera.us](http://www.hytera.us)) for extended warranty availability. Pricing for extended warranties are listed on our website ([www.hytera.us](http://www.hytera.us)). Refer to the product page for current extended warranty pricing. If an extended warranty is purchased for a product, the maximum warranty period will be (3) three years. No additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair must follow Hytera's standard RMA entry procedures.

### HYTERA BRAND BODY CAMERAS:

Body Camera terminals have a standard warranty period of (1) one year from the date of purchase, not including any extended warranty which may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to our website ([www.hytera.us](http://www.hytera.us)) for extended warranty availability. If an extended warranty is purchased, the maximum warranty period will be (2) two years. No additional extended warranties may be purchased

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once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair and or replacement must follow Hytera's standard RMA entry procedures.

### **HYT BRAND:**

HYT Brand radios and repeaters have a standard warranty period of (2) two years from the date of purchase, excluding the TC-320 which has a (1) one year warranty period, not including any extended warranty which may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to our website ([www.hytera.us](http://www.hytera.us)) for extended warranty availability. Pricing for extended warranties are listed on our website ([www.hytera.us](http://www.hytera.us)). Refer to the product page for current extended warranty pricing. If an extended warranty is purchased for a product, the maximum warranty period will be (5) five years. No additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair and or replacement must follow Hytera's standard RMA entry procedures.

### **HYTERA TRUNKING SYSTEMS AND COMPONENTS:**

All hardware used in Trunking Systems included but not limited to the following: components, switches, power supplies, racks, combiners, multi-couplers that are purchased through Hytera US and that is shipped by our warehouse is covered for a period of (2) two years from original date of purchase.

When the above-mentioned parts and or components are purchased from any other supplier for use with Hytera trunking systems they will not be covered by Hytera America's warranty policy.

### **OTHER:**

All Accessories have a standard (1) one-year warranty. Extended warranties are not available for purchase on any accessory item(s).

Hytera assumes no responsibility for the range, coverage area or operation of the accessory and or battery in conjunction with the product. This warranty is limited to the terms and conditions specified herein. All other warranties either expressed or implied, including implied warranties of merchantability or fitness for a specific purpose, are excluded to the fullest extent permissible by law. Without considering any provision to the contrary, under no circumstances will Hytera be liable for damages caused by but not limited to, loss of use, loss of time, inconvenience, commercial losses, loss of profits or savings or other damages as a consequence, unforeseen, special or indirect caused by the use or loss of use of said product.

### **EXTENDED WARRANTIES:**

Extended warranties may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to our website ([www.hytera.us](http://www.hytera.us)) for extended warranty availability. Pricing for extended warranties are listed on our website ([www.hytera.us](http://www.hytera.us)). Refer to the product page for current extended warranty pricing. Currently Hytera America does not offer extended warranties on analog nor digital repeaters. If an extended warranty is purchased for a model and or product, no additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair and or replacement must follow Hytera's standard RMA entry procedures.

#### **Hytera US, Inc.**

Address: 8 Whatney, Unit 200, Irvine, CA  
92618 Tel: 800-845-1230 Fax: (949) 205-7495  
<http://www.hytera.us>

#### **Hytera US, Inc.**

Address: 1363 Shotgun Road Sunrise, FL 3302  
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Hytera America at its option, will repair or replace a product during the warranty period provided it is returned in accordance with the terms of this warranty to the place of purchase. Repair at Hytera America's option may include the replacement of parts, components and or boards with functionally equivalent, reconditioned or new parts or boards. Replaced parts or boards are warranted for the balance of the original applicable warranty period. All products and parts that are submitted for replacement and are replaced, are the property of Hytera US. This express limited warranty is extended by Hytera US, to the original end user purchaser or lessee only and is not assignable or transferable to any other party. This is the complete warranty for Products sold by Hytera US. Hytera US assumes no obligations or liability for additions or modifications to this warranty unless made in writing and signed by an officer of Hytera US. Unless made in a separate agreement between Hytera US and the original end user purchaser, Hytera US. does not warranty the installation, maintenance or service of any Product: Speaker Microphones & Cords, Rechargeable Batteries, Headsets & Earpieces, Mobile Microphones & Cords, Antennas, Carrying Cases, Chargers, Power Supplies, External Speakers, & Duplexers.

Hytera US is not responsible in any manner for any ancillary equipment not furnished by Hytera US, which is attached to or used in connection with a product, or for operation of the product with any ancillary equipment and all such equipment is expressly excluded from this warranty. Because each system that may use a product is unique, Hytera US disclaims liability for range, coverage, or operation of the system as a whole under this warranty.

### **WHAT THIS WARRANTY DOES NOT COVER**

HYTERA AMERICA IS NOT RESPONSIBLE FOR ANY SERVICE TO THE PRODUCTS INCLUDING BATTERIES CHARGERS, TOUCH SCREEN, AND OTHER ACCESSORIES IN THE FOLLOWING CIRCUMSTANCES:

1. Normal wear and tear.
2. All plastic surfaces and other externally exposed parts which become scratched, cracked, dented or otherwise damaged due to abnormal use.
3. Any defect in the product which is attributable to abnormal use or conditions, improper storage, exposure to excessive moisture or dampness, exposure to excessive temperatures, unauthorized modifications, unauthorized repair (including but not limited to using unauthorized spare parts to repair), failure to follow instructions within the product manual, neglect, abuse, accident, spills of food or liquids, improper installation, breakage, or damage to antenna.
4. Defects or damage from misuse, accident, water, or neglect defects or damage from improper testing, operation, maintenance, installation, alteration, modification, or adjustment and through use of non-original accessory or battery without the express written permission of Hytera US.
5. Defect or damage caused by compression, drop or other physical damage.
6. Defect or damage caused by acts of God. (earthquake, flood disaster, fire disaster, etc.)
7. Breakage or damage to antennas unless caused directly by defects in material workmanship of Hytera US or its direct affiliates.
8. A product subjected to unauthorized product modifications, disassembly, or repairs (including, without limitation, the addition to the product of non-Hytera supplied equipment) which adversely affect performance

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of the product or Interfere with Hytera's normal warranty inspection and testing of the Product to verify any warranty claim.

9. A product which has had the serial number removed, damaged, defaced or otherwise made illegible, is not covered by this Warranty.
10. A product which, due to illegal or unauthorized alteration of the machine code commonly known as software or firmware in the product, does not function in accordance with Hytera's published specifications or the FCC type acceptance labeling in effect for the product at the time the product was initially distributed from Hytera.
11. A product includes the main unit and accessories unit (battery, charger, adapter, antenna, belt clip, lanyard, power cable (included in the Mobile). The main unit refers to the "main unit" warranty rules according to the following warranty list, and the Accessories refers to the "All accessories" warranty rules.
12. The defects or damaged was caused by using of any non-Hytera accessories, which will void the warranty.
13. Rechargeable batteries are likewise not covered by this Warranty if:
  - Any of the seals on the battery enclosure of cells are broken or show evidence of tampering.
  - The damage or defect is caused by charging or using the battery in equipment or service other than the product for which it is specified. Freight costs to the repair depot. Unapproved upgrades or modifications.

### IMPORTANT STATEMENT

1. During the warranty period, all parts and or components replaced by Hytera become the property of Hytera America.
2. The main radio and battery of Hytera Intrinsically Safe Two-Way Radios are produced by employing special technology on sealant process and have passed strict quality inspection; any repair on Hytera Intrinsically Safe Two-Way Radios conducted by anyone other than Hytera US is strictly prohibited. All repairs of Hytera intrinsically safe two-way radios must be conducted by Hytera US. For any and all problems caused by unauthorized repair, Hytera will not bear any responsibility.
3. The standard warranty on terminal products is limited to the standard warranty period providing that there is no physical damage to the product, the product has not been opened or had the factory seal broken and or otherwise damaged or removed. The waterproof warranty is limited to units which bear the IP67 or IP68 rating and have a limited waterproof warranty not to exceed (1) one year for water ingress. This warranty is specific to water and does not warranty against corrosive liquids such as but not limited to salt-water. The waterproof warranty is void if the IP rating of that unit is exceeded.

**NOTE:** IP is the name of the standard that was drawn up by the International Electrotechnical Commission (IEC) to determine how resistant an electrical device is to fresh water and common raw materials – like dirt, dust and sand. That means it doesn't guarantee protection from submersion in other liquids – beer, coffee, salt water and

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soda, to name but a few. Please refer to Appendix for the detail of Ingress Protection Marking.

- Hytera US does not commit to resolving free of charge, issues of inconvenience to users. E.g. differences in function or application resulting from products being designed for purposes serving different regional or geographic zones.
- Hytera US does not guarantee the International Warranty Service for terminal products. Inter-Regional sales products are only to have the warranty service from the after-sales service branches in the region of the distributors where the customers purchased the product, or also available to be sent to Hytera. All international after-sales services branches (including Hong Kong, Macau and Taiwan) have the right to refuse to offer the warranty service for the Hytera products which are not sold in their areas.
- If the returned products for repair are not covered by this warranty policy, Hytera reserves the right to charge appropriate fees.
- Any out of warranty product repair made by Hytera US is covered for (90) ninety days from the repair date only for the specific repairs made. Any additional product failure(s) not directly related to the repairs performed would not be covered under this (90) ninety-day warranty.
- The display screen repair for LTE and Body Camera products is excluded in terminal general service, which should be bought additionally; and the extended warranty which can be purchased separately at an additional cost.

### VALIDITY

- Hytera reserves the right to update this Warranty policy without prior notification.
- For any sale-project the service policy shall be invalid if a different service policy is defined in sales contract.
- For Out of Warranty Flat Rate Repair Fee, please refer to “HUS Out of Warranty Flat Rate”.

Warranty Period of Digital Products	
Model	Main Unit
BD3i/BD5i/PD3i/PD4i Series	(3) Three Years
PD5i Series	(3) Three Years
PD6i Series	(3) Three Years
PD7i/PD9i Series	(3) Three Years
DMR Intrinsically Safe Terminal	(3) Three Years
MD6i Series	(3) Three Years
MD7i Series	(3) Three Years
RD6i Series	(3) Three Years
RD9i Series	(3) Three Years
X1i Series	(3) Three Years
PT5i	(2) Two Years
Z1i Series	(2) Two Years

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MT6i Series	(2) Two Years
TETRA Intrinsically Safe Terminal	(2) Two Years
All accessories	(1) One Year

Warranty Period of Analog Products	
Model	Main Unit
TC-320	(1) One Year
TC-5 Series	(2) Two Years
TC-6 Series	(2) Two Years
TC-7 Series	(2) Two Years
TM-6 Series	(2) Two Years
All accessories	(1) One Year

Warranty Period of Trunking Systems	
Model	Warranty Period
All hardware purchased from Hytera used in Trunking Systems	(2) Two Years

Warranty Period of LTE-PMR Products	
Model	Main Unit
PDC760/PTC760/Multi-Mode Terminal	(2) Two Years
PNC370/PNC550/LTE Terminal	(2) Two Years
Body Camera	(1) One Year
All accessories	(1) One Year

**NOTE: Any claim for warranty on accessories should be accompanied by the original purchased invoice for the item requesting warranty. All earpieces, audio accessories, or speaker microphones have a date code label to identify the date of manufacture. Warranty is void if the manufacture label is removed, defaced or otherwise non-readable.**

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## Appendix: Ingress Protection Marking

IP classifies and rates the degree of protection provided by mechanical casings and electrical enclosures against intrusion, dust, accidental contact, and fresh water.

IP #	First digit:	Second digit:
	Ingress of solid objects	Ingress of liquids
0	No protection	No protection
1	Protected against solid objects over 50mm e.g. hands, large tools.	Protected against vertically falling drops of water or condensation.
2	Protected against solid objects over 12.5mm e.g. hands, large tools.	Protected against falling drops of water, if the case is tilted up to 15° from vertical.
3	Protected against solid objects over 2.5mm e.g. wire, small tools.	Protected against sprays of water from any direction, even if the case is tilted up to 60° from vertical.
4	Protected against solid objects over 1.0mm e.g. wires.	Protected against splash water from any direction.
5	Limited protection against dust ingress. (no harmful deposit)	Protected against low pressure water jets from any direction. Limited ingress permitted.
6	Totally protected against dust ingress.	Protected against high pressure water jets from any direction. Limited ingress permitted.
7	N/A	Ingress of water in harmful quantity shall not be possible when the enclosure is immersed in fresh water for up to 30 minutes to a depth of 1m.
8	N/A	Protected against long, durable periods of immersion in water

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