

WARRANTY STATEMENT

Hytera US Inc warrants its manufactured communication products ("Products") against defects in materials and workmanship under normal use and service conditions.

Warranty coverage begins on the date of purchase by the end user and shall not exceed six (6) months from the original shipment date from Hytera US Inc, unless otherwise specified herein.

This warranty is limited to the terms and conditions specified herein. All other warranties, whether express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are disclaimed to the fullest extent permitted by applicable law.

Under no circumstances shall Hytera US Inc be liable for any indirect, incidental, special, or consequential damages, including but not limited to loss of use, loss of time, inconvenience, commercial loss, lost profits, or savings arising from the use or inability to use the Product.

Hytera US Inc is not responsible in any manner for any ancillary equipment not furnished by Hytera US Inc, 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 Inc disclaims liability for range, coverage, or operation of the system under this warranty.

Hytera US Inc, at its sole discretion, will repair or replace a defective Product during the applicable warranty period, provided the Product is returned in accordance with Hytera US Inc warranty procedures. Repairs may include the use of new, refurbished, or functionally equivalent components. Replaced parts become the property of Hytera US Inc and are covered for the remainder of the original warranty period. 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 become the property of Hytera US Inc.

Product repairs will be performed at a designated Hytera US Inc facility.

This express limited warranty is extended by Hytera US Inc, 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 Inc. Hytera US Inc assumes no obligations or liability for additions or modifications to this warranty unless made in writing and signed by an officer of Hytera US Inc.

HYTERA DMR RADIOS AND REPEATERS

Hytera H-Series and iSeries DMR radios and DMR repeaters have a standard warranty period of (3) three years from time of purchase, not including any extended warranty which can be purchased separately at an additional cost. Extended warranty adds (2) two years to the standard (3) three-year warranty for a total of five (5) years of warranty protection. Extended warranty must be purchased within thirty (30) days of the initial purchase. Extended warranties are available for purchase from Authorized Hytera US Inc dealers. Contact your Authorized Hytera US Inc dealer for pricing.

All warranty claims must be processed through authorized Hytera US Inc dealers and must follow the Return Material Authorization (RMA) procedure.

HYTERA DMR TRUNKING SYSTEMS AND COMPONENTS

All hardware used in DMR repeater and trunking systems including but not limited to the following: components, switches, power supplies, racks, combiners, and multi-couplers that are purchased through an Authorized Hytera US Inc dealer 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 the Hytera US Inc warranty policy.

HYTERA PUSH-TO-TALK (POC) CELLULAR DEVICES

Hytera Push-to-Talk over Cellular (PoC) devices have a standard warranty period of (2) two years from date of purchase. No additional extended warranty is available for PoC Devices. Damage to the physical screen of a PNC560 or PNC560S model PoC device is not covered under the warranty.

The Hytera PoC Protection Plan is available to cover one accidental damage incident within two years of the original purchase, including damage to the physical screen of a PNC560 or PNC560S. To be eligible, the Plan must be purchased at the time of the initial PoC device purchase. The plan does not cover units with signs of intentional abuse or tampering. Contact your Authorized Hytera US Inc dealer or visit <https://www.hytera.us/accessories/hytera-poc-protection/> or for more information.

HYTERA HYT ANALOG RADIOS

HYT brand TC-508 radios are covered by a standard warranty period of (2) two years from the date of purchase. HYT brand TC-320 radios are covered by a standard warranty period of (1) one year from the date of purchase. All claims for repair and/or replacement must follow Hytera US Inc's Authorized Dealer RMA procedures.

ACCESSORIES

All Accessories have a standard (1) one-year warranty. Extended warranties are not available for any Hytera accessories.

NOTE: Any warranty claim for accessories must be supported by the original purchase invoice. All earpieces, audio accessories, and speaker microphones are marked with a date code label indicating the date of manufacture. This warranty shall be void if the manufacturer's label is removed, defaced, or rendered unreadable.

EXTENDED WARRANTIES AND PROTECTION PLANS

Extended warranties and protection plans may be purchased separately at an additional cost.

A two-year extended warranty is available for Hytera H-Series radios and repeaters and iSeries DMR radios that provides a total of five years of coverage with the three-year standard warranty.

A three-year extended warranty is available for Hytera H-Series and repeaters that provides a total of six years of coverage with the three-year standard warranty.

A two-year extended warranty is available for Hytera PoC radios that provides a total of four years of coverage with the two-year standard warranty.

Protection plans that cover one accidental damage incident within two years of the original purchase are only available for Hytera PoC radios.

Extended warranties and protection plans are not available for Hytera accessories or third-party network equipment sold to support DMR repeaters and trunking systems.

WHAT THIS WARRANTY DOES NOT COVER

HYTERA US INC 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 repairs (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 resulting from misuse, accident, water exposure, or neglect; improper testing, operation, maintenance, installation, alteration, modification, or adjustment; or the use of non-original accessories or batteries without the express written permission of Hytera US Inc. are not covered."
5. Defects or damage caused by compression, drop or other physical damage.
6. Defect or damage caused by acts of God (e.g., earthquake, flood disaster, fire disaster, etc.).
7. Breakage or damage to antennas unless caused directly by defects in material workmanship of Hytera US Inc or its direct affiliates.
8. Hytera H-Series DMR radios are to be used only with authorized Hytera brand batteries, charging, and audio accessories. Third party accessories can damage the radio and will void the warranty.
9. 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 affects performance of the product or interferes with Hytera US Inc's normal warranty inspection and testing of the Product to verify any warranty claim.
10. A product which has had the serial number removed, damaged, defaced or otherwise made illegible, is not covered by this Warranty.
11. 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 US Inc's published specifications or the FCC type acceptance labeling in effect for the product at the time the product was initially distributed from Hytera US Inc.
12. Unless made in a separate agreement between Hytera US Inc and the original end user purchaser, Hytera US Inc does not warrant the installation, maintenance or service of any third-party product: speaker microphones & cords, rechargeable batteries, headsets & earpieces, mobile microphones and cords, antennas, carrying cases, chargers, power supplies, external speakers, or duplexers.
13. 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.
14. The defects or damage was caused by use of non-Hytera accessories, which will void the warranty.
15. 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.
 - Unapproved upgrades or modifications were performed on the battery.

IMPORTANT STATEMENTS

1. During the warranty period, all parts and/or components replaced by Hytera US Inc become the property of Hytera US Inc.
2. Hytera intrinsically safe radios and batteries 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 Inc is strictly prohibited. All repairs of Hytera US Inc intrinsically safe two-way radios must be conducted by Hytera US Inc. For all problems caused by unauthorized repair, Hytera US Inc will not bear any responsibility.
3. The standard warranty on radios is limited to the standard warranty period providing that there is no physical damage to the product, the product has not been opened, the factory seal broken, and/or otherwise damaged or removed.
4. Warranty coverage for water damage (spraying water or submersion) is limited to units which bear the IP54, 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 warrant against corrosive liquids such as but not limited to saltwater, beverages, or chlorinated water. The waterproof warranty is void if the IP rating of that unit is exceeded. An IP54 rating signifies that the enclosure is protected against water splashing from any direction, such that ingress of water in harmful quantities shall not occur under such conditions. An IP67 rating signifies protection against water ingress in harmful quantities when the enclosure is immersed in fresh water at a depth of up to (1) one meter for a period not exceeding (30) thirty minutes. An IP68 rating signifies protection against water ingress in harmful quantities when the enclosure is immersed in fresh water at a depth of up to (2) two meters for a period not exceeding (4) four hours.
5. Hytera US Inc 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).
6. Hytera US Inc does not provide warranty coverage for radios purchased outside the United States or from any dealer that is not an authorized Hytera US Inc dealer. This includes, without limitation, radios purchased online from unauthorized sellers.
7. If the returned products for repair are not covered by this Warranty policy, Hytera US Inc reserves the right to charge appropriate repair fees.
8. Any out of warranty product repair made by Hytera US Inc 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.
9. Hytera US Inc assumes no responsibility for the range, coverage area, or operation of the accessory and/or battery in conjunction with the product.

VALIDITY

1. Hytera US Inc reserves the right to update this Warranty policy without prior notification.
2. For any sales project, this service policy shall be deemed inapplicable where a different service policy is specified in the sales contract.
3. For Out-of-Warranty Flat Rate Repair Fees, please refer to Hytera US Inc Out of Warranty Flat Rate documents.