



For the purposes of this warranty policy all references are to Hytera Communications Canada Inc. only, hereinafter will be referred to as “Hytera”.

All Terminal and Repeater Products shipped to a dealer/customer shall be of good quality, are new product and all shall conform to the Hytera product specifications. Hytera warranty to the dealer/customer the Products supplied will be, under normal and proper use and care, free from defects or deficiency in design, material, and workmanship for a period of time, as defined in the Hytera Warranty Policy.

Repair of Products is to be performed only by Hytera or a Hytera authorized Service centre. Dealer/Customer is responsible for **ANY** damage or claims arising from unauthorized product repairs/service work. At Hytera's discretion: **ANY** unauthorized attempt to repair/service Hytera products, **MAY** void the product warranty.

While this Warranty Agreement remains in effect, for a period of five (5) years after Products were sold. Hytera agrees to do its best efforts to repair the Products returned to for service. Hytera reserves the right to change the price of spare parts and fixed pricing without prior notice to dealers/customers. **All** serviced replaced parts remain the property of Hytera and will **NOT** be returned.

## 1. Purpose and Service Objective

- 1.1 Purpose: To specify the warranty terms for all Hytera terminal, accessories and repeater products.
- 1.2 Service object: The dealers/customers that purchased product directly from Hytera.

## 2. Scope of Application

- 2.1 This warranty policy applies to Hytera Terminals, accessories and repeaters. **The warranty period starts from the date of Product purchase, and is based on product Category (See Product Warranty Period). Hytera won't accept any return if product has been shipped more than 30 days without proper reason.**

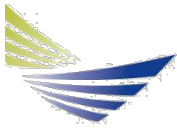
### Product Warranty Period

Category	Product Type	Main Unit (Months)	Accessories (Months)	
			Battery / Charger / Adapter	Earpiece / Microphone / Antenna / Other
Analog	Analog Mobile	24	12	12
	Analog Terminal			
	Analog Repeater			
Digital	Digital Mobile	36	12	12
	Digital Terminal			
	Digital Repeater			
Intrinsically Safe Products		36	12	12

In above warranty period, Hytera will **repair or exchange** any product that fails to meet the specifications provided it is within the product’s warranty period free of charge. Hytera will bear the **one-way logistic shipping cost** from Hytera to the dealer/customer. All replacements will be issued only when the faulty products have been returned to and inspected by the Hytera service department.

### Scope of Application

- 2.2 This warranty only covers the original purchaser from Hytera of the product and **cannot be transferred** to any other person or company. The product must have been assembled, maintained and operated as per the Hytera product instructions.
- 2.3 Terminal, accessories & Repeater products that warranty period has not expired and is repaired by Hytera, will have **90 days** or remaining term of the original warranty period, or which ever is longer.



### 3 Product Batch Replacement

3.1 During warranty period of Hytera terminal & Repeater products, Hytera takes the responsibility for the following batch quality issues.

Condition	Failure Rate	Hytera's Responsibility
Same batch, Same failure scenario, and Same root cause	< 5%	Repair the faulty terminals for dealer/customer
	Between 5% and 15%	Repair or Replace the faulty terminals for dealer/customer
	>15%	Replace the whole batch of terminals with the same or equivalent model

3.2 Hytera shall bear the cost for Product batch quality problems. Hytera shall **NOT** be held responsible for **ANY** losses arising from the events of Product batch quality problems.

3.3 If an identical batch defect happens to a product lot under warranty and the failure ratio is higher than 5% and below 15%, then Hytera have the responsibility to repair the defective products to full function in accordance with Hytera specification or replace the products. The cost of the product repair or replacement and the expenses incurred for this process, will be covered by Hytera.

3.4 If an identical batch quality problems happens to products of the same lot under warranty, and the failure ratio is equal to or higher than 15%, then Hytera has the responsibility to replace the entire defective batch of product, with identical new products or products of equivalent Hytera specification (if product is obsolete). Hytera will be proactive to inform or respond to dealer/customer of product problems process in a timely manner. The cost of the replacement product and shipping costs that occurred during the execution solution, **WILL BE** covered by Hytera.

3.5 Hytera reserves the right of determination of batch quality problems. Replacements Products will **ONLY** be shipped out after return of faulty products are received and inspected by Hytera.

### 4. Non-Warranty Service

Hytera is not responsible for any warranty service to the products including terminals, batteries, chargers, other accessories and repeaters in the following circumstances:

- 4.1 Exceed warranty period.
- 4.2 Fair wear and tear.
- 4.3 Defect or damage is due to improper use outside of product specifications', including but not limited to the defects and damage caused by using Hytera products without complying with the Hytera warning instructions or user manual instructions.
- 4.4 Defect or damage is due to violent operation, including but not limited to the physical damage caused by sharp goods, artificial buckling, extrusion, liquid injection, etc.
- 4.5 Defect or damage due to modification, alterations, disassembly, using non-original Hytera accessories or batteries.
- 4.6 Defect or damage due to firmware or software upgrades due to improper procedures IE: Switching off power or removing during programming process.
  - 4.6.1 Any unauthorized software development on Hytera terminal and repeater products without Authorized written permission from Hytera
- 4.7 By the rational judgment of Hytera: Any serial number code label, accessory date code label or relevant Hytera Brand label of **ANY** product has been removed, defaced or altered.
- 4.8 Defect or damage is due to Natural Disaster, IE: Lighting (Thunderstorm), Earthquake, Flood, Fire etc.
- 4.9 Battery in the following circumstances:
  - 4.9.1 Any damage or broken Battery case seals.
  - 4.9.2 Defect or damage due to the charging or using a variance of the specified products prescribed.
  - 4.9.3 Defect or damage due to short circuit.

### 5 Intrinsically Safe (IS) Terminals & Batteries

5.1 The Terminal body and battery of all Hytera intrinsically Safe (IS)/ATEX terminals are produced by employing a special processing technology, and have passed strict quality inspection. **ANY** attempt to repair/service a Hytera IS/ATEX terminal by dealer/customer, is **Strictly Prohibited**. At the discretion of Hytera: **ANY** unauthorised repair/service of these terminals, **WILL** result in the **VOIDING** of the product warranty.

All the repairs of Hytera Intrinsically Safe Terminals can **ONLY** be conducted by a certified IECEx/CSA facility. These products will have a longer turnaround time to repair, due to the special technology required for the product repairs and certification processes.

- 5.2 PD6, PD7 and X1 digital terminals are certified to an IP67 Rating: Which means that these devices are resistant against water ingress to a maximum of 1 meter (3.28ft) of water for up to 30 minutes, as well as resistant against dust ingress. The IP67 rating is warranty for 1 year, while the main unit hardware is warranty for 3 years, if there is no damage nor opening of the main unit.
- 5.3 IP67 rated products covered by a 1-year warranty, will be returned to the customer fully recertified as IP67.
- 5.4 After the 1-year IP67 rating warranty and within 3-year hardware warranty, all the warranty repaired terminal will be returned without IP67 recertification. During this period, IP67 recertification can be purchased for **1 year with \$10/unit flat rate** to cover the material and labor cost.
- 5.5 After 3-year hardware warranty period, IP67 rating **can be renewed with \$50/unit flat rate**.
- 5.6 During the warranty period, Hytera will **repair or exchange** any returned product that fails to meet the specifications, period free of charge. Hytera will bear the **one-way logistic cost from Hytera to customer**.

## 6 Obsolete Products

If a product becomes obsolete, Hytera will support the servicing of the product to the best of its ability for 3-years after the equipment end of life date. Please be aware that it is not always possible to obtain components / parts from suppliers. Hytera will do due diligence in this case and will offer reasonable product alternatives to assist dealer/customer.

## 7 Return Materials Authorisation Procedure (RMA)

All RMA's are to be issued in using the Hytera Service RMA document found at <http://hytera-partners.ca/download/>. **NOTE:** All users will be required to create a login account, to access Hytera's Service Download Portal. Once authorised and signed in, then go to the **Technical** folder, then go **Dealer/Customer Documents** folder to download the RMA form. Please follow RMS instructions, fill out all required relevant product information and send RMA request form to info@Hytera.ca. An RMA number will be emailed to you, please remember to mark the RMA # visible on (all) the packaging.

Ship to:

Hytera Communications Canada Inc.  
100 Leek Cres. Unit 11, Richmond Hill, On L4B 3E6

The Dealer/Customer is responsible for all product shipping costs to Hytera. Items must be returned to and received by Hytera, if Hytera is to send any replacement items back to customer. **Hytera takes no liability for ANY damage, loses or stolen items while in transit TO or From Hytera.**

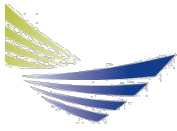
For chargeable repairs, IE: Out of warranty or physical damaged products, shipping costs for the return shipments **will be apply. Please Note:** If an RMA has mixed chargeable and non-chargeable items, shipping costs for the return shipment **will apply**.

## 8 Out of Warranty Fixed Price Repair Charges.

There are 2 Options of fixed price repairs in the table set out below:

**8.1 Electronic repair:** All Electronic PCB component faults repairs.

**8.2 Cosmetic repairs:** All Non-Electronic repairs. **IE:** Cases, knobs, gaskets, accessory covers, keys and buttons. This option does **NOT** apply to all IS/ATEX products.



## Out of Warranty Repair Rates

Product	Electronic Repair CAD	Cosmetic Repair CAD	Turnover (Days)
Analog TC Portables	\$75	\$70	5
Analog TM Mobile	\$110	\$85	5
DMR Portable BD3xx, 5xx Series	\$85	\$76	5
DMR Portable PD3xx, 4xx, 5xx Series	\$85	\$76	5
DMR Portable PD6xx Series	\$135	\$125	5
DMR Portable PD7xx, 9xx Series	\$155	\$135	5
DMR Portable X1p/X1e Series	\$160	\$160	5
DMR Mobile MD65X Series	\$155	\$160	5
DMR Mobile MD78X Series	\$160	\$185	5
Tetra Portable PT580H/Z1P	\$210	\$185	5
Tetra Mobile MT680	\$225	\$195	5
DMR RD62X/96X/98X Repeaters	\$400	\$170	5
Analog Intrinsically Safe IS/ATEX Portable	\$135	N/A	20
Digital Intrinsically Safe IS/ATEX/CSA Portable	\$350	N/A	20

### 9 Beyond Economical Repair (BER)

If the radio repair exceeds the price of the fixed price: Then either a quotation will be sent to the customer for the extra cost, or in some circumstances if the radio cannot be repaired economically the radio may be returned with a fault report describing the reasons for the BER condition. Definition of un-economical would be a repair cost above 80% of the value of the product.

**Please note:** There will be **NO** repair quotations given for any non-warranty repairs, as the fixed price rate will be adhered to. There will be a service charge for no fault found repairs (NFF) of \$50.

### 10 Extended Warranties:

For extended warranties, the terms are the same as and are used in-conjunction with this policy. There will be no charges for parts or labour while the product is within the extended warranty period. Extended warranty can **ONLY** be purchased, initially at the time of Hytera product purchase. (See Extended Warranty Rate)

### Hytera Canada Extended Warranty Rates

Part Number	Model number	Extended Warranty Months	Price/Product CAD
ANA-EW(1)-(***)	TC320 TC508 TC518	Add 12	\$25
ANA-EW(2)- (***)	TC580 TC610/610P TC700P TM600/TM610/TM628H	Add 24	\$50
DMR-EW(1)-(***)	BD302/BD352/BD502/BD552	Add 12	\$40

DMR-EW(2)-(***)	PD352/PD362/PD372 PD402/PD412 PD502/PD562	Add 24	\$80
DMR-EW(1)-(***)	PD602/PD662/PD682 PD702/PD752/PD782 PD702(UL913) PD782(UL 913)	Add 12	\$60
DMR-EW(2)-(***)	X1e MD652 MD782	Add 24	\$120
DMR-EW(1)-(***)	X1p X1p UL913	Add 12	\$80
DMR-EW(2)-(***)		Add 24	\$160
DMR-EW(1)-(***)	PD712Ex PD792Ex	Add 12	\$100
DMR-EW(2)-(***)		Add 24	\$200
TET-EW(1)-(***)	PT580H PT580H Plus Z1p	Add 12	\$60
TET-EW(2)-(***)		Add 24	\$120
TET-EW(1)-(***)	PT790EX	Add 12	\$100
TET-EW(2)-(***)		Add 24	\$200
TET-EW(1)-(***)	MT680Plus	Add 12	\$80
TET-EW(2)-(***)		Add 24	\$160
RPTR-EW(1)-(***)	RD962 RD982 RD982S	Add 12	\$100
RTPR-EW(2)-(***)		Add 24	\$200
RPTR-EW(1)-(***)	RD622	Add 12	\$120
RPTR-EW(2)-(***)		Add 24	\$240

**(\*\*\*) Note: Enter Terminal or Repeater Model # IE:**

ANA-EW(1)-(\*\*\*)= ANA-EW(1)-(TC320)

DMR-EW(1)-(\*\*\*)= DMR-EW(1)-(PD602)

RPTR-EW(1)-(\*\*\*)= RPTR-EW(1)-(RD622)

TET-EW(2)-(\*\*\*)= TET-EW(2)-(MT680Plus)

### 11 Battery capacity

Batteries will be considered under warranty, if they have >80% of nominal capacity within the warranty period.

### 12 Product Modifications

Modifications to **ANY** of Hytera product is strictly **prohibited** under **ALL** warranty conditions, unless prior written approval by Hytera. All approvals **MUST** be in writing, signed by an **Authorized Hytera personnel**.

- The fitting of duplexers in the RD series repeaters is permitted, as long as the instructions are followed as per the document on our Hytera Technical Doc's Portal: <http://hytera-partners.ca/login>. Please note any damage caused by the fitting of the duplexers will **NOT** be covered under this warranty.

### 13 Hytera Limited Liability

Hytera claims no liability for any problems or additional expenses, arising from the use of our Terminal, Repeater or accessory products: Used, connected, interfaced in conjunction with **ANY** other manufactures products or systems.

### 14 Hytera Warranty limits

Hytera **ONLY** provides after service warranty to Terminal, accessories or Repeater products purchased through the Hytera Canada office.

## 15 Hytera After Sales Service Commitment

- a. Telephone, email and online Hytera Service Documents Portal support is available to all dealers/customers on product that are sold in Canada. Support shall not be provided to products that are no longer supported, to Non-Authorized Dealer/Customer, unless an existing service contract has been signed by a Hytera Authorized personnel.
- b. Response Time: All service requests will be responded to within 24 hours, and an update of all current actions regarding the support request shall be provided within 72 hours.
- c. Contact details of Technical support and are as below:

For Technical Product support information, please view the Technical Doc area on the Hytera portal: <http://hytera-partners.ca/login>  
Service Email: [info@Hytera.ca](mailto:info@Hytera.ca)  
Phone: 905-305-7545 Ext: 206

**NOTE: Hytera reserve the right to change the above documentation without prior notice, though Hytera will make every effort to contact all relevant dealers / customers and will publish the latest warranty policy on our [www.Hytera-Partners.ca](http://www.Hytera-Partners.ca) website.**