

**MOTOROLA POINT-TO-POINT
BROADBAND WIRELESS SOLUTIONS**
**MOTOROLA PTP 400 AND PTP 600
EXTENDED WARRANTIES**


Link Protector and Link Guard

Equipment repair and replacement options

Extended Warranty Programs

At Motorola, our commitment to customer service excellence reflects the incomparable quality of our products. Our point-to-point products are engineered and quality tested to withstand the effects of adverse weather conditions and temperature extremes. Even with such attention to product excellence, we know that occasionally components can fail. We offer a series of extended warranties that provide you the flexibility to choose the equipment repair-and-replacement options that best meet your organization's point-to-point broadband wireless strategy.

When you choose a Motorola Point-to-Point Wireless Bridge – PTP 400 or PTP 600 Series, the purchase price includes the PTP 400 or PTP 600 Link Protector, a one-year limited warranty on all hardware components, plus software enhancements and upgrades as they become available. This standard warranty provides a 30-day repair-and-replacement program for defective parts. All Motorola Point-to-Point Distributors and Solution Providers honor our standard warranty terms.

To augment the standard first-year warranty, you may purchase one of the following Motorola PTP 400 or PTP 600 extended warranty programs:

Link Protector: The Motorola PTP 400 Link Protector and PTP 600 Link Protector warranties extend your standard first-year warranty with 30-day repair and replacement terms through your second, third or fifth years of ownership. The following programs are available for PTP 400 and PTP 600 bridges:

PTP 400 Link Protector	2 Yr Extended Warranty, 30-Day Repair and Replacement	WB1920
PTP 400 Link Protector	3-Yr Extended Warranty, 30-Day Repair and Replacement	WB1930
PTP 400 Link Protector	5-Yr Extended Warranty, 30-Day Repair and Replacement	WB2588
PTP 600 Link Protector	2 Yr Extended Warranty, 30-Day Repair and Replacement	WB2530
PTP 600 Link Protector	3-Yr Extended Warranty, 30-Day Repair and Replacement	WB2531
PTP 600 Link Protector	5-Yr Extended Warranty, 30-Day Repair and Replacement	WB2590

Link Guard: Motorola's PTP 400 Link Guard and PTP 600 Link Guard warranties upgrade your 30-day repair and replacement warranty to our Next Business Day shipping and replacement program through the first, second, third or fifth years of ownership. In North America, this option ensures that your replacement product will be shipped the next business day after receipt of a confirmed RMA. Outside North America, the replacement shipping process will be started immediately. However, delivery time will be dependent upon customs and the ship-to location. These Link Guard programs are available for PTP 400 and PTP 600 Series bridges:

PTP 400 Link Guard	1-Yr Warranty with Next Business Day Shipping	WB1940
PTP 400 Link Guard	2-Yr Extended Warranty with Next Business Day Shipping	WB1950
PTP 400 Link Guard	3-Yr Extended Warranty with Next Business Day Shipping	WB1960
PTP 400 Link Guard	5-Yr Extended Warranty with Next Business Day Shipping	WB2589
PTP 600 Link Guard	1-Yr Warranty with Next Business Day Shipping	WB2532
PTP 600 Link Guard	2-Yr Extended Warranty with Next Business Day Shipping	WB2533
PTP 600 Link Guard	3-Yr Extended Warranty with Next Business Day Shipping	WB2534
PTP 600 Link Guard	5-Yr Extended Warranty with Next Business Day Shipping	WB2591

Choosing the Best Service Program for You

In addition to our extended warranties, you have the option of purchasing spare PTP 400 and/or PTP 600 units to replace a link in the event of a failure. From our experience, we find that most organizations purchase an extended warranty program with Next Business Day shipping, or purchase one or more spares with the 30-day repair-and-replacement program. Some organizations choose to purchase both an extended warranty and spare links. Your choice should be based on your specific wireless implementation, the applications running and the number of wireless links in your network.

As a general rule, the purchase of spare equipment makes sense in these situations:

- You run mission-critical applications and have staff that can install the spares
- Your network has more than five hops
- You operate in a region where next day turnaround may not be possible
- You're a wireless provider who needs to respond immediately to customer demand
- You're a service provider with SLA requirements

PTP 400 or PTP 600 Link Guard extended warranties, with Next Business Day shipping and replacement, may be the best choice for you if:

- You choose not to buy spares
- You have one spare but run multiple links
- You operate one or more mission-critical networks, especially within the government or a large enterprise
- Your PTP 400 and/or PTP 600 equipment is integrated into a larger wireless network with redundancies
- You're a wireless provider who needs to quickly replace spares as they're sold

Warranty Services

For your convenience, warranty services can be found on our Web site under Support, Warranty Programs. You'll be able to:

* Customer Name:

* Customer Email Address:

* Warranty Access ID:

* Master MAC Address: 00804F

* Slave MAC Address: 2200DE

* Link Name:

* I have read and agree to the [terms and conditions](#) outlined in the **Extended Warranty Agreement**.

* Required Fields

Activate Warranty

Activate Warranty – When you purchase an extended warranty for a PTP 400 or PTP 600 Series bridge, you will receive an Extended Warranty Access ID. You will need this Access ID and the MAC addresses of the units covered under the Extended Warranty program you have chosen to obtain a License Key.

To obtain your License Key, you will need to complete the online form and check the box indicating that you accept the Extended Warranty Terms and Conditions. After you complete and submit the form, you will receive a confirmation with your License Key, and your extended warranty will be activated. You should purchase your Extended Warranty at the time you activate your standard first-year warranty, so you can take advantage of the added protection throughout the life of your system.

Report a Problem – If you experience a problem with a Motorola PTP 400 or PTP 600 Series product and suspect a component is defective, call our Sales and Technical Support line and follow the voice prompts for technical support. You will be routed to an engineer who will walk you through diagnostics to determine the problem. If the product requires replacement, the engineer will provide you an approval code and ask that you complete our RMA form to expedite your product return and replacement.

Note – Lightning damage is not covered under your standard first-year warranty or any of the Extended Warranties.

If you have any questions about our extended warranty programs, contact us to discuss your specific requirements in more detail.



For more information about the Motorola Point-to-Point Solutions:

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www.motorola.com/ptp