



## Service Description

# Limited Warranty For Avaya Wireless Telephone Solutions

Applicable to the US only

<b>Infrastructure Warranty</b>	Warranty services for Infrastructure components (Base Stations, MCUs, and Gateways, etc.) include advanced overnight parts replacement.
<b>Wireless Telephone Warranty</b>	Repair or replacement of defective Wireless Telephones is shipped within 24 hours of a Return Material Authorization (RMA) number assignment.
<b>Service Coverage</b>	All models within the Avaya 900 MHz Wireless Telephone Solution and Avaya IP Wireless Telephone Solution product families, including Base Stations, Gateways, MCUs, Wireless Telephones, Chargers, and Battery Packs.
<b>Term</b>	Twelve (12) month warranty, starting on the delivery date for customer-installed products and on the In-Service Date for Products installed by Avaya or its BusinessPartner. The In-Service Date is the date Avaya or its BusinessPartner informs you that the Product has been installed and is operating according to product documentation.
<b>System Software Warranty</b>	Available software updates for resolution of problems will be dispatched periodically. Please note, software is warranted to conform to published specifications, not guaranteed to be bug free, or provide uninterrupted usage.
<b>Term</b>	Ninety (90) days from date of shipment by Avaya or an authorized Avaya BusinessPartner.
<b>Accessories Warranty</b>	Accessories purchased through Avaya are not covered under warranty. Repair or replacement of defective accessories is shipped within three business days of RMA assignment.
<b>Avaya Responsibilities</b>	<ol style="list-style-type: none"><li>1. Provide toll-free hotline telephone number for accessing Avaya Technical Support and placing a service request.</li><li>2. Provide parts repair and replacement services in accordance with response time commitments.</li></ol>

## Service Description

---

<b>Customer Responsibilities</b>	<ol style="list-style-type: none"><li>1. Maintain the installation site and provide the necessary site preparations and access to utilities in accordance with the applicable published specifications as detailed in Avaya installation guides.</li><li>2. Provide all on-site labor necessary to assist Avaya in system troubleshooting and to receive, replace, and return all parts as required to affect a repair.</li><li>3. Provide unattended dial-up modem access in Avaya Wireless Telephone Solutions systems for remote diagnosis by Avaya service personnel.</li><li>4. Customers will return all defective equipment to Avaya for which an advanced shipment replacement has been made within ten business days. Failure to return replaced items within ten days will result in the customer being billed at list price for each item that was replaced.</li></ol>
<b>Return Material Authorization</b>	<p>All equipment failures must be verified by an Avaya Customer Support representative and assigned a Return Material Authorization (RMA) number. Replacement equipment will not be shipped without an RMA number assigned. All equipment received by Avaya without an RMA number will be returned to the customer without being repaired.</p>
<b>Exclusions</b>	<p>The following items are not included under the Avaya Limited Warranty:</p> <ul style="list-style-type: none"><li>• Support of products not listed above.</li><li>• On-site repair services performed by Avaya.</li><li>• Services required to repair Avaya products which have been opened, disassembled, or otherwise tampered with due to unauthorized attempts by persons other than Avaya employees or persons authorized by Avaya to install, repair, maintain, or modify the hardware or software.</li><li>• Services required due to external cause such as fire, flood, lightning, physical abuse, immersion in liquids, or exposure to solvents.</li><li>• Services in connection with the relocation of the Avaya WTS systems, or the addition, removal, or maintenance of other devices not furnished by Avaya, such as communications devices, networks, or links.</li><li>• Consult your sales contract for additional exclusions that may be applicable.</li></ul>

---