



## **Pico Macom Manufacturer Warranty**

### **WARRANTY:**

Pico Macom warrants to the original purchaser that all of its new products are of sound design, quality materials and workmanship at the time of manufacture and will be free from related defects for one year from the original purchase date. Pico Macom will repair or, at its discretion, replace without cost to the original purchaser, the product which, upon inspection by Pico Macom, appears to be defective or not conforming to factory specifications. Pico Macom will cover the cost of parts, labor and return freight from factory.

Most products designated as "Headend Electronics" are further covered by an extended 4-year period beyond the expiration date of the original 1-year warranty, for a full 5-year period. Qualified equipment requiring factory repair during the extended 4-year period is covered under our re-certification program. Re-certification fees under this program shall not exceed 20% of the product's List Price and whenever possible, Pico Macom will attempt to upgrade performance to the latest improved specification.

This warranty excludes coverage of damage or inoperability resulting from (1) use or installation other than in strict accordance with Pico Macom's written instructions, (2) disassembly or repair by someone other than Pico Macom or a Pico Macom authorized repair center, (3) misuse, misapplication or abuse, (4) alteration, (5) lack of reasonable care or (6) wind, ice, snow, rain, lightning, power surges, or any other weather conditions or acts of God. Pico Macom's warranty with respect to third-party proprietary sub-assembly models and/or private-label products are limited to the duration and terms of third-party vendors' warranty.

### **CONTACT:**

Pico Macom  
Customer Service  
355 Parkside Drive  
San Fernando, CA 91340  
Ph: 800-421-6511  
Fax: 818-493-4433

### **RETURN PROCESS:**

Call manufacturer contact for RA number. Pack merchandise carefully to avoid further damage, and include a copy of the original invoice or receipt. Ship merchandise back to the manufacturer prepaid.