

Warranty Statement

Standard and Extended Warranty



Warranty Statement—Hytera Canada

WHAT THIS WARRANTY COVERS AND FOR HOW LONG:

Hytera Canada warrants its manufactured Communication Products against defects in material and workmanship under normal use and service for a period from the date of dealer purchase but cannot exceed 6 months from the original shipment date from Hytera as scheduled below:

HYTERA BRAND DMR TERMINALS AND REPEATERS:

Hytera Brand DMR radios and DMR repeaters have a standard warranty period of (3) three years (See Important Statement #3) from time of purchase, not including any extended warranty which can be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to below extended warranty character for extended warranty availability and pricing. If an extended warranty is purchased for a product, the maximum warranty period will be (5) five years. No additional extended warranties can be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility.

All claims for repair and or replacement must follow Hytera's standard RMA entry procedures. Other Hytera Brand radios and repeaters have a standard warranty period of (2) two years from date of purchase.

HYTERA BRAND MULTI-MODE AND LTE TERMINALS:

Hytera Brand Multi-mode and LTE terminals have a standard warranty period of (3) three years from date of purchase, (Except the display screen kit) not including any extended warranty which may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to below extended warranty character for extended warranty availability and pricing. If an extended warranty is purchased for a product, the maximum warranty period will be (5) five years. No additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair and or replacement must follow Hytera's standard RMA entry procedures.

HYTERA BRAND BODY CAMERAS:

Body Camera terminals have a standard warranty period of (1) one year from the date of purchase, not including any extended warranty which may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to below extended warranty character for extended warranty availability and pricing. If an extended warranty

Hytera Canada Communications

Address: Unit 11, 100 Leek Crescent, Richmond Hill
Ontario, L4B 3E6 Tel: 905-305-7545 Fax: 905-305-7546
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Warranty Statement

Standard and Extended Warranty



is purchased, the maximum warranty period will be (2) two years. No additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair and or replacement must follow Hytera's standard RMA entry procedures.

HYT BRAND:

HYT Brand radios and repeaters have a standard warranty period of (2) two years from the date of purchase, excluding the TC-320 which has a (1) one year warranty period, not including any extended warranty which may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. Refer to below extended warranty character for extended warranty availability and pricing. If an extended warranty is purchased for a product, the maximum warranty period will be (5) five years. No additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair and or replacement must follow Hytera's standard RMA entry procedures.

HYTERA TRUNKING SYSTEMS AND COMPONENTS:

All hardware used in Trunking Systems included but not limited to the following: components, switches, power supplies, racks, combiners, multi-couplers that are purchased through Hytera Canada and that is shipped by our warehouse 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 Hytera Canada's warranty policy.

OTHER:

All Accessories have a standard (1) one-year warranty. Extended warranties are not available for purchase on any accessory item(s).

Hytera assumes no responsibility for the range, coverage area or operation of the accessory and or battery in conjunction with the product. This warranty is limited to the terms and conditions specified herein. All other warranties either expressed or implied, including implied warranties of merchantability or fitness for a specific purpose, are excluded to the fullest extent permissible by law. Without considering any provision to the contrary, under no circumstances will Hytera be liable for damages caused by but not limited to, loss of use, loss of time, inconvenience, commercial losses, loss of profits or savings or other damages as a consequence, unforeseen, special or indirect caused by the use or loss of use of said product.

EXTENDED WARRANTIES:

Extended warranties may be purchased separately at an additional cost. Not all models and or products are eligible for an extended warranty. . Refer to below extended warranty character for extended warranty availability and pricing. Currently Hytera Canada does not offer extended warranties on analog nor digital repeaters. If an extended warranty is purchased for a model and or product, no additional extended warranties may be purchased once the warranty period ends. Product repairs will be performed at Hytera's designated facility. All claims for repair and or replacement must follow Hytera's standard RMA entry procedures.

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Warranty Statement

Standard and Extended Warranty



Hytera Canada at its option, will repair or replace a product during the warranty period provided it is returned in accordance with the terms of this warranty to the place of purchase. Repair at Hytera Canada's option may include the replacement of parts, components and or boards with functionally equivalent, reconditioned or new parts or boards. 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, are the property of Hytera Canada. This express limited warranty is extended by Hytera Canada, 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 Canada. Hytera Canada assumes no obligations or liability for additions or modifications to this warranty unless made in writing and signed by an officer of Hytera Canada. Unless made in a separate agreement between Hytera Canada and the original end user purchaser, Hytera Canada. does not warranty the installation, maintenance or service of any Product: Speaker Microphones & Cords, Rechargeable Batteries, Headsets & Earpieces, Mobile Microphones & Cords, Antennas, Carrying Cases, Chargers, Power Supplies, External Speakers, & Duplexers. -

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

WHAT THIS WARRANTY DOES NOT COVER

HYTERA CANADA IS NOT RESPONSIBLE FOR ANY SERVICE TO THE PRODUCTS INCLUDING BATTERIES CHARGERS, TOUCH SCREEN, AND OTHER ACCESSORIES IN THE FOLLOWING CIRCUMSTANCES:

1. Customer is not allowed to open the radio for self-check or repair, if seal is broken, warranty will be void.
2. Normal wear and tear.
3. All plastic surfaces and other externally exposed parts which become scratched, cracked, dented or otherwise damaged due to abnormal use.
4. 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 repair (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.
5. Defects or damage from misuse, accident, water, or neglect defects or damage from improper testing, operation, maintenance, installation, alteration, modification, or adjustment and through use of non-original accessory or battery without the express written permission of Hytera Canada.
6. Defect or damage caused by compression, drop or other physical damage.
7. Defect or damage caused by acts of God. (earthquake, flood disaster, fire disaster, etc.)
8. Breakage or damage to antennas unless caused directly by defects in material workmanship of Hytera Canada or its direct affiliates.
9. A product subjected to unauthorized product modifications, disassembly, or repairs (including, without

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Warranty Statement

Standard and Extended Warranty



limitation, the addition to the product of non-Hytera supplied equipment) which adversely affect performance

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Warranty Statement

Standard and Extended Warranty



of the product or Interfere with Hytera'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's published specifications or the FCC type acceptance labeling in effect for the product at the time the product was initially distributed from Hytera.
12. 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.
13. The defects or damaged was caused by using of any non-Hytera accessories, which will void the warranty.
14. 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. Freight costs to the repair depot. Unapproved upgrades or modifications.
15. To improve the utilization of legacy products, DMR radios that have been used for more than (6) six years of date of manufacture or with firmware prior to version R6.05 cannot be upgraded to the latest i-Series firmware. Hytera offers trade-in program allowing authorized dealers to trade in the old radio(s) and receive a \$50.00 (fifty dollar) credit towards the purchase of the new radio of the same model type.

IMPORTANT STATEMENT

1. During the warranty period, all parts and or components replaced by Hytera become the property of Hytera Canada.
2. The main radio and battery of Hytera Intrinsically Safe two-way radios 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 Canada is strictly prohibited. All repairs of Hytera intrinsically safe two-way radios must be conducted by Hytera Canada. For any and all problems caused by unauthorized repair, Hytera will not bear any responsibility.
3. The standard warranty on terminal products is limited to the standard warranty period providing that there is no physical damage to the product, the product has not been opened or had the factory seal broken and or otherwise damaged or removed. The waterproof warranty is limited to units which bear the 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 warranty against corrosive liquids such as but not limited to salt-water. The waterproof warranty is void if the IP rating of that unit is exceeded.

NOTE: IP is the name of the standard that was drawn up by the International Electrotechnical Commission (IEC) to determine how resistant an electrical device is to fresh water and common raw materials – like dirt, dust and sand. That means it doesn't guarantee protection from submersion in other liquids – beer, coffee, salt water and

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Warranty Statement

Standard and Extended Warranty



soda, to name but a few. Please refer to Appendix for the detail of Ingress Protection Marking.

- Hytera Canada 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.
- Hytera Canada does not guarantee the International Warranty Service for terminal products. Inter-Regional sales products are only to have the warranty service from the after-sales service branches in the region of the distributors where the customers purchased the product, or also available to be sent to Hytera. All international after-sales services branches (including Hong Kong, Macau and Taiwan) have the right to refuse to offer the warranty service for the Hytera products which are not sold in their areas.
- If the returned products for repair are not covered by this warranty policy, Hytera reserves the right to charge appropriate fees.
- Any out of warranty product repair made by Hytera Canada 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.
- The display screen repair for LTE and Body Camera products is excluded in terminal general service, which should be bought additionally; and the extended warranty which can be purchased separately at an additional cost.

VALIDITY

- Hytera reserves the right to update this Warranty policy without prior notification.
- For any sale-project the service policy shall be invalid if a different service policy is defined in sales contract.
- For Out of Warranty Flat Rate Repair Fee, please refer to “HUS Out of Warranty Flat Rate”.

| Warranty Period of Digital Products | |
|-------------------------------------|-----------------|
| Model | Main Unit |
| BD3i/BD5i/PD3i/PD4i Series | (3) Three Years |
| PD5i Series | (3) Three Years |
| PD6i Series | (3) Three Years |
| PD7i/PD9i Series | (3) Three Years |
| DMR Intrinsically Safe Terminal | (3) Three Years |
| MD6i Series | (3) Three Years |
| MD7i Series | (3) Three Years |
| RD6i Series | (3) Three Years |
| RD9i Series | (3) Three Years |
| X1i Series | (3) Three Years |
| PT3i/PT5i | (3) Three Years |
| Z1i Series | (3) Three Years |

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Warranty Statement

Standard and Extended Warranty



| | |
|-----------------------------------|-----------------|
| MT6i Series | (3) Three Years |
| TETRA Intrinsically Safe Terminal | (3) Three Years |
| All accessories | (1) One Year |

| Warranty Period of Analog Products | |
|------------------------------------|---------------|
| Model | Main Unit |
| TC-320 | (1) One Year |
| TC-5 Series | (2) Two Years |
| TC-6 Series | (2) Two Years |
| TC-7 Series | (2) Two Years |
| TM-6 Series | (2) Two Years |
| All accessories | (1) One Year |

| Warranty Period of Trunking Systems | |
|---|-----------------|
| Model | Warranty Period |
| All hardware purchased from Hytera used in Trunking Systems | (2) Two Years |

| Warranty Period of LTE-PMR Products | |
|-------------------------------------|-----------------|
| Model | Main Unit |
| PDC760/PTC760/Multi-Mode Terminal | (3) Three Years |
| PNC370/PNC550/LTE Terminal | (3) Three Years |
| Body Camera | (1) One Year |
| All accessories | (1) One Year |

NOTE: Any claim for warranty on accessories should be accompanied by the original purchased invoice for the item requesting warranty. All earpieces, audio accessories, or speaker microphones have a date code label to identify the date of manufacture. Warranty is void if the manufacture label is removed, defaced or otherwise non-readable.

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 labor 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 | Add 12 | \$25 |

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Warranty Statement

Standard and Extended Warranty



| | | | |
|---------------------|--|--------|-------|
| ANA-EW(2)- (***) | TC518 TC580 TC610/610P TC700P TM600/TM610/TM628H | Add 24 | \$50 |
| DMR-EW(1)- (***) | BD302/BD352/BD502/BD552 PD352/PD362/PD372 | Add 12 | \$40 |
| DMR-EW(2)- (***) | 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 | Add 12 | \$60 |
| TET-EW(2)- (***) | PT580H Plus Z1p | 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 | Add 12 | \$100 |
| RTPR-EW(2)- (***) | RD982 RD982S | Add 24 | \$200 |
| RPTR-EW(1)- (***) | RD622 | Add 12 | \$120 |
| RPTR-EW(2)- (***) | | Add 24 | \$240 |
| PNC3X0-EW(1)- (***) | PNC370 | Add 12 | \$60 |
| PNC3X0-EW(2)- (***) | PNC380 | Add 24 | \$120 |
| PNC550-EW(1)- (***) | PNC550 | Add 12 | \$80 |
| PNC550-EW(2)- (***) | | Add 24 | \$160 |
| PXC760-EW(1)- (***) | PTC760 | Add 12 | \$120 |
| PXC760-EW(2)- (***) | PDC760 | Add 24 | \$240 |
| VM-EW(1)- (***) | VM550D VM680/VM780 | Add 12 | \$80 |

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Warranty Statement

Standard and Extended Warranty



(*) Note: Enter Terminal or Repeater or body camera 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)

PNC3X0-EW(1)- (***) = PNC370-EW(1)-(PNC370)

VM-EW(1)- (***) =VM-EW(1)-(VM550D)

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Warranty Statement

Standard and Extended Warranty



Appendix: Ingress Protection Marking

IP classifies and rates the degree of protection provided by mechanical casings and electrical enclosures against intrusion, dust, accidental contact, and fresh water.

| IP # | First digit: | Second digit: |
|------|--|---|
| | Ingress of solid objects | Ingress of liquids |
| 0 | No protection | No protection |
| 1 | Protected against solid objects over 50mm e.g. hands, large tools. | Protected against vertically falling drops of water or condensation. |
| 2 | Protected against solid objects over 12.5mm e.g. hands, large tools. | Protected against falling drops of water, if the case is tilted up to 15° from vertical. |
| 3 | Protected against solid objects over 2.5mm e.g. wire, small tools. | Protected against sprays of water from any direction, even if the case is tilted up to 60° from vertical. |
| 4 | Protected against solid objects over 1.0mm e.g. wires. | Protected against splash water from any direction. |
| 5 | Limited protection against dust ingress. (no harmful deposit) | Protected against low pressure water jets from any direction. Limited ingress permitted. |
| 6 | Totally protected against dust ingress. | Protected against high pressure water jets from any direction. Limited ingress permitted. |
| 7 | N/A | Ingress of water in harmful quantity shall not be possible when the enclosure is immersed in fresh water for up to 30 minutes to a depth of 1m. |
| 8 | N/A | Protected against long, durable periods of immersion in water |

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