

# Out-of-Warranty

## Flat Rate Repair & Installation Fee (Broad Band Products)



12/17/2019

### Physical Damage

Flat rate repairs reflect pricing for radios/repeaters which have not been physically damaged. Radios which exhibit signs of physical damage, may require more than basic repair and therefore have additional fees. Physical damage including but not limited to water damage may render the device non-repairable. A quote will be provided prior to work commencement for any item not listed on this flat rate repair schedule.

### In-Warranty Firmware Upgrade & License Application

For warranty radios, Hytera offers free firmware upgrade and license application prior to shipping the PO. However, \$50/unit will be charged if later customer wants Hytera to upgrade firmware or apply license. An RMA shall be submitted by customer, and customer pays inbound shipping and Hytera pays outbound shipping as normal. Dealers are encouraged to do such task themselves.

### Trade-in Program

To improve the utilization of legacy products, if DMR radio has been used for more than 6 years (Date of manufacture) or with firmware prior to version R6.0 can't be upgraded to the latest i-Series firmware. Hytera offers trade in program allowing dealer to trade in the old radio and receive \$50 credit towards the purchase of the new radio.

### Diagnostic Fee

To further root cause an out of warranty issue, unit may be subjected to \$25 diagnostic fee for open case investigation. If the dealer decides not to repair the unit, the diagnostic fee will be billed to the dealer with the return shipping cost; If the dealer approves the repair, the diagnostic fee will be credited back towards the actual repair cost.

LTE & RVM PORTABLES		
PNC3X0	PCB board kit (Without LCD and case kit)	\$130.00
	Display Kit/Chassis kit	\$95.00
	Front case w/integrated display	\$110.00
	Other repair	\$85.00
VM x80	PCB board kit (Without LCD and case kit)	\$285.00
	Front case w/integrated display	\$190.00
	Camera module kit/ Chassis kit	\$125.00
	Other repair	\$100.00
Flat rate repair for POC portables PNC3X0/RVM terminal for services not specified above		\$85.00

MULTI-MODE TERMINAL		
PDC760/PTC760	Narrow band PCB board kit (Without LCD)	\$460.00

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	Width band PCB board kit (Without LCD)	\$430.00
	SIM Car board kit	\$230.00
	Top Display Kit/Chassis kit	\$160.00
	Camera module Kit(Front/Rear)	\$175.00
	Other repair	\$150.00
<b>Flat rate repair for multi-mode terminals (PDC760/PTC760) for services not specified above</b>		<b>\$150.00</b>

<b>Replace Front case kit (Include Display)</b> If physically damaged, the display screen for the LTE and Body Camera products has a different flat rate repair fee schedule under warranty verses out of warranty, as shown below.		
PDC760/PTC760	Under Warranty and Extend warranty (for Physical Damage)	\$270.00
PDC760/PTC760	Out of Warranty	\$350.00
<b>All other technical services (Multi-mode terminal Only) not specified above</b>		<b>\$125/hr + Parts</b>

<b>Other Out of Warranty Technical Service</b>	
Software service: Default the operating system and software as factory standard	\$60.00
Radio programming per radio	\$50.00
Firmware upgrade/license application per unit	\$75.00

### Hytera is not responsible for:

1. Back up all your personal data and remove any confidential, proprietary information on the hard drive before contacting Hytera. Hytera will not be responsible for any loss of your own programs, data or information.
2. Software loss or data loss that may occur during the repair or replacement of the Product (if applicable).
3. Damage to or loss of any program, data, or removable storage media, or for costs of recovering any program or data (if applicable).

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### **Remark:**

1. The lowest price of service is \$85.00 for out of warranty or physical damage.
2. The carriage charges will be borne by the shipper.
3. Service center shall return the replaced PCB according to the customer's request. If not, service center will keep the scrap board.
4. If the LTE portable\Multi-mode terminals\RVM series is damaged due to the wrong installation or incorrect operation, it is not covered by the warranty policy.
5. Any out of warranty product repair made by Hytera America 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.
6. Hytera reserves the right to update this Warranty policy without prior notification.
7. For any sale-project the service policy shall be invalid if a different service policy is defined in sales contract.
8. For Warranty Policy, please refer to "HUS Warranty Policy".