

The most important thing we build is trust

This document explain the Cobham SATCOM Extended Warranties and FLEX Warranties, which can be purchased up to 12 months after the product is shipped and invoiced from Cobham SATCOM.\*

### Maritime Extended Warranty packages – Parts only

For Product	Part Number
SAILOR 6120/30/40/50 mini-C; SAILOR 6006 Message Terminal; SAILOR 628x AIS System	662077-0xx
SAILOR 150/250 FleetBroadband; SAILOR Fleet One; SAILOR 63xx MF/HF 150/250W; SAILOR 6110 mini-C GMDSS system; Sea Tel C18/ST24/Arbitrator	662250-0xx
SAILOR 500 FleetBroadband; SAILOR 63xx MF/HF 500W; Sea Tel Fiber Solution	662500-0xx
Sea Tel 80/100/120/xx04	662100-0xx
SAILOR 60/100/600/800/900 VSAT/Ka/GX/TV; Sea Tel USAT 30	662150-0xx
Sea Tel xx09/xx12/ST60	662010-0xx
Other products on request	

(replace xx in part number by 12, 24 or 36 for 1, 2 resp. 3 years extension of warranty period)

### Maritime Extended Warranty packages – Parts & Labour

For Product	Part Number
SAILOR 6120/30/40/50 mini-C; SAILOR 6006 Message Terminal; SAILOR 628x AIS System	662077-1xx
SAILOR 150/250 FleetBroadband; SAILOR Fleet One; SAILOR 63xx MF/HF 150/250W; SAILOR 6110 mini-C GMDSS system; Sea Tel C18/ST24/Arbitrator	662250-1xx
SAILOR 500 FleetBroadband; SAILOR 63xx MF/HF 500W; Sea Tel Fiber Solution	662500-1xx
Sea Tel 80/100/120/xx04	662100-1xx
SAILOR 60/100/600/800/900 VSAT/Ka/GX/TV; Sea Tel USAT 30	662150-1xx
Sea Tel xx09/xx12/ST60	662010-1xx
Other products on request	

(replace xx in part number by 12, 24 or 36 for 1, 2 resp. 3 years extension of warranty period)

### Maritime New Build & Retrofit packages

Add-on	For Product	Part Number
Extended Period Parts Warranty	Complete GMDSS A3/A4 communication packages, with or without FleetBroadband	66A3COM-0xx
Extended Period Parts & Labour Warranty	Complete GMDSS A3/A4 communication packages, with or without FleetBroadband	66A3COM-1xx
Extended Period Premium Coverage	Complete GMDSS A3/A4 communication packages, with or without FleetBroadband	66A3COM-2xx

(replace xx in part number by 12, 24 or 36 for 1, 2 resp. 3 years extension of warranty period)

### Land Mobile Extended Warranty packages – Parts only

For Product	Part Number
EXPLORER 300/500/710 BGAN	663500-0xx
EXPLORER 325 BGAN	663300-0xx
EXPLORER 727 BGAN	663727-0xx
Other products on request	

(replace xx in part number by 12, 24 or 36 for 1, 2 resp. 3 years extension of warranty period)

### Land Mobile Extended Warranty packages – Parts & Labour

For Product	Part Number
EXPLORER 300/500/710 BGAN	663500-1xx
EXPLORER 325 BGAN	663300-1xx
EXPLORER 727 BGAN	663727-1xx
Other products on request	

(replace xx in part number by 12, 24 or 36 for 1, 2 resp. 3 years extension of warranty period)

### ALL MARKETS

#### Premium Coverage add-on for Standard and Extended Parts & Labour Warranties

For Product	Part Number
SAILOR 62xx VHF; SAILOR 6130/6140 mini-C;	662021
SAILOR 6120/6150 mini-C; SAILOR 150/250 FB; SAILOR 628x AIS; SAILOR 63xx Navtex; EXPLORER 325/727 BGAN	662022
SAILOR 6110 mini-C GMDSS; SAILOR 500 FB; SAILOR 100/800/900/90 VSAT/GX/TV; SAILOR 63xx MF/HF	662023

The Premium Coverage can be purchased only for the same period as the relevant Standard/ Extended Warranty. Premium Warranty is not available for portable products.

### PRICING

For pricing and additional information please contact you local partner. You can find a list of your nearest Cobham SATCOM partners at [www.cobham.com/SATCOM](http://www.cobham.com/SATCOM).

\* Do note that the specific warranty from your partner or dealer may vary from the standard Cobham SATCOM warranty granted to the partner.

# COMMERCIAL

## Cobham SATCOM Warranty Add-on Packages - 2015

### Coverage

Included in the warranty packages are:

For Product	Standard Warranty	Extended Parts	Extended Parts & labour	Premium Coverage
Out of Box / Dead On Arrival remedies	•	•	•	•
Warranty start from documented date of sale/ installation (6 month limit)	•	•	•	•
Parts	•	•	•	•
Factory Repair Labour	•	•	•	•
Partner's Repair Labour	•	-	•	•
Return carriage after repair	•	•	•	•
Refund of carriage to ship to Cobham	•	•	•	•
Fault finding while product installed on board a vessel/vehicle/aircraft	-	-	•	•
Dismantling, reinstalling (labour)	-	-	•	•
Travel/driving – first 5 hours	-	-	-	•
Mileage – first 240km/150m	-	-	-	•
Can be purchased later	-	○	○	○
Other travel costs, accommodation etc.	-	-	-	-
Waiting time	-	-	-	-
Supply boat or crane assistance	-	-	-	-
Harbour/Yard entry fees	-	-	-	-
Fault finding on and correcting installation or user settings / 3rd party equipment	-	-	-	-

• Covered / Possible ○ Terms & Conditions apply - NOT Covered / Not Applicable

### Limitations

The Extended Warranty and Premium Coverage Add-on packages are subject to the same limitations and conditions as the standard Limited Factory Warranty as outlined in the Terms and Conditions for the Sale of Goods and Supply of Services. Add-on packages must be purchased 12 months prior to expiration of the standard Limited Factory Warranty period.

### Prices

The warranty package prices are MSRP. The Partner discount on the warranty package is the same as on the Product. When the warranty package is purchased together with the Product any volume discount or package discount will also apply to the warranty package.

When the warranty package is purchased at a later time, the standard product discount applies. The minimum net invoice amount for warranty add-on will be USD 150,-.

### Standard Warranty

New from April 2014 all Cobham SATCOM Products comes with a 24 months parts & labour warranty, which is equivalent to the former Thrane & Thrane FLEX-1 Warranty, and in addition to the parts and free factory repair covers labour costs related to in-field warranty repair and handling. Travel, driving etc. is not covered.

The standard Limited Factory Warranty expires 24 months after date of sale or installation to end-user or 30 months after date of shipment from Cobham SATCOM, whichever comes first. Date of sale/installation must be documented if warranty claim is made more than 24 months after date of shipment from Cobham SATCOM.

### Add-on Warranty Types

Following Add-on Warranty packages are available:

#### Extended Period Parts Warranty

The standard Limited Factory Warranty can be extended 1, 2 or 3 years with the Extended Warranty package. This gives a total warranty period from date of installation or delivery to end-customer of up to 5 years covering factory repair or replacement of the relevant spare parts or units (= items from eShop or Spare Parts list).

#### Extended Period Parts & Labour Warranty

Covers as the standard Limited Factory Warranty in an additional 1, 2 or 3 year period, i.e. a parts & labour warranty period of up to 5 years.

#### Premium Coverage Warranty

Whereas the standard Limited Factory Warranty assumes that

# COMMERCIAL INFORMATION

Cobham SATCOM Warranty Add-on Packages - 2015



the defective product or parts thereof is brought to the nearest servicing partner/reseller/dealer, or the service technician goes to the end-user, on end-user's or partner/reseller/dealer's cost, the Premium Coverage Warranty Package covers limited costs related to bringing the defective product and the service technician together. Including:

- shipping costs from end-user to nearest servicing partner/reseller/dealer, or
- driving costs when service technician go to the customer, or
- a combination thereof.

It covers up to 5 hours driving/travel time and up to 240km/150miles mileage cost per warranty service.

## Mix

It is possible to combine a Premium Coverage Warranty and an Extended Parts & Labour Warranty to achieve up to 5 years coverage of parts, labour and travel.

*Note – Premium Coverage Add-on is not available for portable/hand-held products and non-SOLAS VHF. When such products are part of a communication package covered by On-site Service Warranty, the reimbursement is limited to standard road freight costs, DAP, Incoterms 2010, between end-user and nearest partner/reseller/dealer.*

## Extract from the Cobham SATCOM Warranty Policy

### The Warranty

Cobham SATCOM warrants the Products and accessories to be free of defects in material and workmanship for a period of 24 months (the Warranty Period), and that the product has been manufactured in accordance with the specifications, has been carefully manufactured and tested or inspected, and has left Cobham SATCOM in good operating condition.

### Warranty expire date

The standard Warranty Period expires 24 months after date of sale to end-user or date of installation, or 30 months after date of shipment from Cobham SATCOM whichever comes first. In case of warranty claim more than 24 months after date of shipment from Cobham SATCOM, the date of sale/installation must be documented by appropriate sales invoice or installation report containing all relevant product information including serial numbers.

## Standard Warranty

The warranty packages can be purchased and registered in 2 ways:

### 1. Purchased together with the Product:

This is normally the case with the Premium Coverage Warranty package, and for Extended Warranty for new building orders or special projects. The date of installation or sale to end-user may be registered later on (for e.g. new build packages), or proof of such date is to be provided at the time the warranty claim is made.

### 2. Purchased at time of sale to end-user or at time of installation:

In such case the installation date (or date of sale to end-customer) is registered in the Cobham SATCOM Warranty Checker as part of the sale of the warranty package. The registration in the Warranty Checker makes it easy for all Partners to verify warranty status.

Purchase of warranties together with the products is usually cheaper as volume discounts apply and there is no minimum invoice amount for warranty packages purchased together with the product it covers.

## Exclusions

The warranty does not cover the following:

1. Installation workmanship and materials not supplied by Cobham SATCOM;
2. Normal wear and tear;
3. Any damage due to shipping or if storage requirements have not been complied with;
4. Defects directly or indirectly resulting from:
  - a. Any maintenance requirements have not been complied with;
  - b. Unauthorized service or repair attempt;
  - c. Improper installation or connection;
  - d. Use outside the specification limits;
  - e. Misuse, negligence, tampering, improper use or accidents;
  - f. Damages caused by lightning, overload or short circuit;
  - g. Liquids or trace of liquids or condensation inside a product not intended for outdoor use or installation.

---

***COBHAM***

For further information please contact:

Cobham SATCOM  
Lundtoftegaardsvej 93 D  
DK-2800 Kgs. Lyngby  
Denmark  
[www.cobham.com](http://www.cobham.com)  
Tel: +45 3955 8800  
Fax: +45 3955 8888