

CDMA Cellular Communicators

July 2014

Limited Warranty Service or Repair on Certain Cellular Communicators

CDMA Cellular Communicators that have not been Activated with SecureCom Wireless™ will no longer enjoy the full warranty and repair service of other DMP products. If a physical issue can be verified during the warranty and repair service process, the units will continue to receive the standard warranty or repair service. However, if the unit needs further testing on the carrier's network because DMP does not have the ability to test the unit and verify the reported issue or repair the item, the communicator will not be able to be repaired or replaced and will be returned at the customers expense.

Effective immediately, DMP's determination of whether a CDMA device manufactured by DMP and not activated through SecureCom Wireless, LLC (i) has a manufacturing defect subject to repair/replacement pursuant to DMP's Limited Warranty, or (ii) will be repaired by DMP after expiration of DMP's Limited Warranty shall be limited to certain physical test(s) of the device exclusively determined by DMP; provided, that such test(s) shall not include DMP communicating with the cellular provider. If, after such physical test(s), DMP is unable to determine whether the device has a manufacturing defect covered by DMP's Limited Warranty or, if after expiration of DMP's Limited Warranty, DMP is unable to determine the cause of the malfunction of the device, DMP shall not provide any warranty service or repair service and shall return the device to customer at customer's cost and expense.

