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# Warranty

## Warranty Support

Harris provides a one-year warranty on infrastructure equipment. The warranty period begins after the final system acceptance date and runs concurrent for 12 consecutive months. Warranty includes all necessary parts, labor, shipping to the customer, and other items normally required and/or consumed in maintaining the proposed network in order to meet original factory specifications, at no additional cost to Aurora, IL (The City).

Subscriber radios come with a two-year warranty. Warranty coverage includes all necessary parts, labor, shipping both ways, and other items normally required and/or consumed in maintaining the proposed subscriber radios and accessories in order to meet original factory specifications at no cost to The City. The warranty period will begin either after final system acceptance, or immediately after delivery of the radio if purchased after system acceptance.

Standard warranty response times are 8:00 a.m. to 5:00 p.m. on business days. All warranty labor will be performed by Harris at our facility, for mobile or portable equipment.

Warranty provides that the hardware and installation services furnished by Harris shall be free from defects in material and workmanship.

During the Warranty if any Hardware component or portion of the installation Services fails to meet the warranty, Harris will remedy by: (1) repairing any defective component of the Hardware, or (2) by furnishing any necessary repaired or replacement parts, or (3) by correcting the faulty installation at no additional cost to The City.

During the warranty, if the Harris licensed software does not successfully operate, the error or defect will be corrected free of charge or replaced with a substitute program.

Software Warranty provides corrections to software defects and known issues reported to Harris' Technical Assistance Center (TAC) during the warranty period at no additional cost to The City.

## Third-Party Warranties

Harris will ensure that warranty on any third-party Original Equipment Manufacturer (OEM) equipment and services sold by Harris meets the same warranty requirements and we will act on behalf of The City to coordinate and settle all warranty issues with any integrated third-party equipment or software companies throughout the entire warranty period.

Harris will transfer third-party warranties provided directly from equipment manufacturers to The City as part of the final acceptance. In the event that any third-party manufacturer warranty period is greater than one-year, we will recognize the OEM warranty for the specified equipment.

## Warranty Returns Process

Once the determination is made that equipment is in need of repair or replacement, we will follow these steps:

1. Technical Support creates a support case and will verify product part numbers, serial numbers and reasons for return and forward the approved request for processing.
2. A Customer Care Representative reviews all requests. We will provide an RMA number, required prior to return, along with a warranty replacement sales order number and instructions for return of the equipment.
3. Defective equipment ships back to Harris Depot Repair and Return.
4. Harris will repair or replace any equipment under warranty free of charge unless there is evidence of abuse or damage beyond the terms of the warranty.
5. Repaired or replaced unit ships back to The City.
6. We will close the RMA and update the tracking database

Requests for out of warranty repairs will require a purchase order. Out of warranty repairs are subject to a flat rate per unit fee regardless of fault found with the equipment.

Turn-around time for equipment repair or replacement is generally 10 business days.

## Demand Services

Demand Services consists of those services not included in our Scope of Work and shall be invoiced directly to The City on a time and materials basis. Such Demand Services include, but are not limited to the following:

- Installation or removal of mobile radio equipment after initial installation.
- Repair of equipment damaged by vandalism to the extent such equipment damage is not caused by Harris or any of its agents.
- Repair of equipment damaged by abuse or physical neglect to the extent such abuse or physical neglect is not caused by Harris or any of its agents.
- Damages due to acts of God or other uncontrollable events.

## Exclusions

Standard exclusions apply as referenced in the following documents:

- Standard Conditions of Sale
- U.S. Equipment Warranty
- U.S. Battery Warranty