

8.0 Product Support

Mitsubishi Electronics' position as an industry leader cannot be maintained by only developing new products. Mitsubishi also constantly strives to enhance product support and customer satisfaction. Since the introduction of MSAT service several years ago, we have been working closely with our customers to develop new procedures and improve existing ones to make sure that our overall customer support matches the high quality product that we offer.

8.1 Product Distribution

Since Mitsubishi Electronics distributes MTs through authorized distributors, all terminals and accessories should be ordered through these distributors or their designated channels. Mobile terminal and accessory pricing, availability, and packaging may vary and will depend on the service provider.

8.2 Marketing & Sales Support

In order to successfully market Mitsubishi MTs, we will provide, in coordination with the service provider, a variety of training programs including: product positioning, set up and operations, programming and commissioning, product support and maintenance.

Marketing collateral material is also available. Mitsubishi Electronics' collateral material includes brochures, posters and presentation slides. Distributors interested in developing their own collateral can obtain product pictures and graphics from Mitsubishi Electronics, free of charge.

Mitsubishi Electronics' sales support team located in Reston, Virginia is always available to answer product questions, provide marketing assistance, and participate in joint customer visits and demonstrations with distributors targeting key customers accounts in their respective areas. Our web site "www.melamsat.com" can be accessed for online product information.

8.3 Technical Support

For technical support contact:

Mitsubishi Electronics MSAT Service Center
12PM-8PM EST (Monday Through Friday)
Phone: (800) 966-MSAT (USA and Canada)
Phone: (310) 632-9098 (Elsewhere)
Fax: (310) 632-9099

Periodic product bulletins will also be distributed on an as needed basis to announce critical product information such as new accessories, features, upgrades, etc. Product bulletins are also posted on our web site (www.melamsat.com).

8.4 Limited Warranty

The Mitsubishi MT product line includes a one-year limited warranty as described in the “The Mitsubishi Limited Warranty Statement” in section 8.4.2. The statement is also printed in the Operating Instructions Manual. This statement details the manufacturer's limited warranty coverage.

The MT main components (i.e. CTUs, AUs, and handsets) are covered for one year from the date of purchase. Other accessories are covered for six months from the date of purchase. Some services are not covered under warranty—the end-user or dealer is responsible for such charges. Please refer to the limited warranty statement for specific limited warranty information. Mitsubishi MTs do not have a “mail in” warranty card. The customer must present a proof of purchase (bill of sale) to establish proof of warranty.

8.4.1 Limited Warranty Terms

The following items are covered by a one (1) year Limited Warranty:

- ◆ TU
- ◆ AU
- ◆ Basic Handset
- ◆ Push to Talk Microphone

The following items are covered by a SIX (6) MONTH Limited Warranty:

- ◆ Handset Cradle
- ◆ Hands Free Microphone
- ◆ External Monitoring Speaker
- ◆ AC Adapter/Charger
- ◆ All Cables, Connectors & Mounting Hardware
- ◆ Brackets
- ◆ All Miscellaneous Hardware

The following items are **not covered** under Warranty:

- ◆ Product set-up, installation or the manner of installation, including adjustments of user controls or options or any other adjustment necessary to prepare the unit for display or retail purchase
- ◆ Any problem caused by the satellite or ground system
- ◆ Service that results in no trouble found (NTF)
- ◆ Freight damaged product

- ◆ Moisture intrusion of any type
- ◆ Hidden damage due to moisture intrusion
- ◆ Customer education service requests
- ◆ Damaged units due to misuse or neglect
- ◆ Labor for replacement of remote transmitters or A/C adapters
- ◆ Defects caused by unauthorized modification or alteration
- ◆ Power surge damage caused by electrical system or lightning
- ◆ Any problem or damage caused by use of product contrary to product design
- ◆ Any problem or damage caused by use of product contrary to the Operating Instructions Manual instructions
- ◆ On-site service mileage charges
- ◆ Product programming / commissioning.
- ◆ Product unlocking
- ◆ Unintentional damage of any type
- ◆ Intentional damage

8.4.2 Mitsubishi Limited Warranty Statement

This Limited Warranty applies to Mobile Satellite Terminal (MSAT) products and accessories purchased in North America from Mitsubishi Electronics America, Inc. Telecommunications and Network Systems Division (MELA-TNSD). This Limited Warranty is valid only within the country where the product was purchased.

WHAT WE WILL DO

If your MITSUBISHI MSAT Product fails while in normal use and service to maintain factory standards of operation, due to a manufacturing defect in materials and/or workmanship, within ONE YEAR from date of shipment (SIX MONTHS for accessories), MELA will (at MELA's option), either repair or replace the Product. In the event MELA repairs or replaces the Product, the repair or replacement Product will be warranted under the terms of this limited warranty for the remainder of the ONE YEAR period mentioned above (remainder of the SIX MONTH period for accessories) or ninety (90) days, whichever is longer. You should understand that repairs might include the replacement of Product, parts or components with functionally equivalent reconditioned Product, parts or components.

HOW TO OBTAIN SERVICE

In order to obtain warranty service you must bring or return the Product along with a copy of your bill of sale, to an Authorized MITSUBISHI Service Agent or service provider. To obtain the name or address of an authorized service agent, call the number printed below. Please do not send Product to the address listed at the end of this section. The Product in all cases must be accompanied by the following information: Your Name, Address, Telephone Number and MSAT Telephone Number(s), the name of your MSAT System Provider, your bill of sale bearing the mechanical serial number of the Product indicating the date of purchase, installation (if applicable) and a description of the problem your are having with the Product.

Repair evaluated as "in warranty" by an authorized MITSUBISHI MSAT service agent, must have a valid and verifiable copy of your bill of sale or other suitable document which indicates the date of original sale. The proof of purchase must be presented at the time service is requested. Otherwise, the service agent may charge for service rendered.

WHAT IS NOT COVERED

This warranty does not cover Product programming, commissioning, reconfiguration of lock codes, security codes, call restrictions, removal, failure of any equipment not supplied by MITSUBISHI, or failure of the Product due to misuse, as determined by MELA (including use in other than the normal or customary manner), neglect, accident, accidental damage, dropping, bending, twisting, stressing, crushing, any type of liquid intrusion caused by any circumstance, improper installation, improper repair, alteration, modification or adjustment. Since the MSAT system on which the Product operates is provided by an organization (MSAT Service Provider) independent from MELA, we are not responsible for the operation, availability, loss of airtime, coverage or the range and clarity of the system.

Warranty period on "previously owned" Product begins on the date of purchase by the original owner.

THERE ARE NO OTHER EXPRESS WARRANTIES, WHETHER WRITTEN OR ORAL, OTHER THAN THIS PRINTED LIMITED WARRANTY. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL MITSUBISHI BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFIT OR COMMERCIAL LOSS, TO THE FULL EXTENT THOSE DAMAGES CAN BE DISCLAIMED BY LAW.

Some states, provinces or countries do not allow the exclusion or limitation of incidental or consequential damages, or limitations of the duration of implied warranties, so the preceding limitations may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state, province to province or country to country.

For Products purchased from MELA-TNSD for use in North America contact:

**MITSUBISHI ELECTRONICS AMERICA, INC. (MELA)
TELECOMMUNICATIONS & NETWORK SYSTEMS DIVISION (TNSD)
ATTN: MSAT TECHNICAL SUPPORT MANAGER
3040 E. VICTORIA STREET
RANCHO DOMINGUEZ, CA 90221 USA
1-800-966-MSAT or 1-310-632-9098
Fax: 1-310-632-9099**

8.4.3 Limited Warranty Administration

Because MSAT technology involves complicated circuitry, the Mitsubishi service philosophy requires dealers to replace failed MT components (AU, TU, Handset, etc.) and contact the MSAT Service Center for any repairs to MT components

Mitsubishi Electronics America may provide an in-warranty replacement of a failed MSAT component, at no charge to distributors in good standing. Not all circumstances qualify for this replacement service. Mitsubishi Electronics reserves the right to determine which case qualifies for this program. No in-warranty labor, travel or expense reimbursement is provided by Mitsubishi Electronics, therefore, dealers should make every effort to have defective or malfunctioning units delivered to their location. Dealers can also offer their customers on-site maintenance agreements for additional charges.

8.5 Out-Of-Warranty Repairs

An end-user who experiences a problem with their Mitsubishi MSAT equipment should work with their dealer to resolve the problem or perform troubleshooting to locate the component responsible for the problem. If the dealer cannot resolve the problem and concludes that an MT component is defective, the dealer should contact MSAT Technical Support at (800) 966-6728 or (310) 632-9098 to arrange repair of the equipment. The customer will need to provide the following information:

- ◆ Customer name
- ◆ Customer address
- ◆ Equipment model number
- ◆ Mechanical serial number (begins with M)
- ◆ Electronic serial number (begins with C6 and only for Transceiver Units)
- ◆ Problem with the equipment
- ◆ Specific service request
- ◆ Method of payment
- ◆ Preferred method of return shipment

After providing this information, the customer will receive a Return Material Authorization number. This number must be written clearly on the outside of the packing material so that the warehouse where the Service Center is located can properly identify it. The equipment should be shipped, with a note explaining the problem, to:

MSAT Service Center
Mitsubishi Electronics America
Attn.: (RMA Number)
3040 E. Victoria Street
Rancho Dominguez, CA 90221

The MSAT Service Center will test the equipment and determine what, if anything, needs to be done to repair the equipment. There is a fee for this analysis.

For equipment that is found to have a problem, the Service Center will contact the customer with an estimated repair cost. This will be based on the test and analysis fee, the hourly labor rate plus the cost of parts and handling. If the customer does not accept the repair charges and wants the equipment shipped back to them, only the analysis fee will be charged.

If the customer decides that the repair cost is excessive when compared with the cost of replacement, he should contact an authorized dealer to purchase a replacement. The customer may purchase a complete component (i.e., CTU or AU) or purchase a part from the list of parts available to dealers.

After receiving approval to complete any required repair work, the Service Center will repair the equipment using new or reconditioned parts. They will then test the equipment and return it to the customer.

For any questions about the status of equipment sent in for repair, the customer should call MSAT Technical Support at (800) 966-6728 or (310) 632-9098. To escalate any problem with this process, the customer should ask to speak with the MSAT Technical Support Manager.

9.0 Problem Resolution

In addition to the basic troubleshooting procedures in the operating instructions manual, this section provides general problem resolution procedures for the dealer, first line problem analysis guidelines to aid the dealer in identifying possible causes of the problem, and problem solving checklists to isolate a problem to operator error, an MSAT service problem, or to a specific component part of the MT.

The general problem resolution process is depicted on the diagram below.