



# Sierra Wireless Products Warranty Repair Process User Guide

**This document provides guidance for the SWI (Sierra Wireless Inc.) product warranty process.** The repair process workflow is essentially as follows:

1. You should determine if the problem persists after performing a factory reset and applying any pending firmware updates.
2. Contact SWI to request an RMA (Return Merchandise Authorization). SWI technical support will issue a case number and may contact you to determine if the problem can be corrected remotely or if an RMA is required.
3. If the product must be returned for further diagnostics and repair, you will receive an RMA number and shipping instructions.
4. Upon receipt of the product, SWI warranty and repair team will perform diagnostics and return either the original product or a replacement.

## Before you Begin

SWI can assist you better if you have the following information on hand before beginning the RMA process:

- Your name (If you represent a company, please provide the company name as well);
- Your return shipping address;
- Your contact information such as name, telephone, fax, and email;
- Product model name and serial number (i.e. FSN or Host FSN etc.); and
- A detailed description of problems or issues for each serial number.

We may not be able to proceed with your request if we do not have the required information.

## How to Request RMA

Sierra Wireless provides three options for you to request RMA if you need to return a product for warranty repair; phone, web, and email. You can also request an RMA for a product no longer covered by standard warranty with a consent to pay the non-warranty

services, SWI may or may not accept non-warranty requests. You can check product warranty status at <http://csm.sierrawireless.com/warrantychecker.aspx>

**Note:** Before requesting an RMA, please ensure that a factory reset was performed and firmware or software updates applied as recommended by SWI.

**Phone:**

You may call toll free 1-877-687-7795 to reach the SWI technical support center. SWI's experienced technical support analysts will help you to resolve/identify the technical issue, collect all information and deal with your request. If an RMA is needed, you will receive an email notification with the RMA# and shipping instructions within 2-3 business days.

**Website:**

You may request RMA via the following web address:

- <https://csm.sierrawireless.com/RepairCenter.aspx>

You will receive an email notification with your case ticket # immediately upon submitting your online request. You can expect to receive responses from technical support or an official RMA number within 2-3 business days.

**Email:**

You may send email to following email address:

- [repairs@sierrawireless.com](mailto:repairs@sierrawireless.com)

Please be sure to include the information in the Before you Begin section, above.

## **RMA Authorization Procedure**

### **Case/Ticket Number**

A case/ticket number will be generated after you contact us via one of above methods. We use this number to identify you and trace your request before issuing you an RMA number. Depending on the nature of the problem you reported, our technical support team may reach out to you prior to RMA issuance to try to resolve the issue over the phone.

### **RMA Number**

Product issues that we cannot successfully troubleshoot or remotely diagnose via phone support or email will be issued an RMA. In this case, we will assign you a unique RMA number (one letter followed by seven digits) based on the information in the case/ticket

number. You can use the RMA contact email address and RMA number to check RMA status at <https://rma.sierrawireless.com/SearchRmaStatus.aspx>

## **How to Return a product**

Once an RMA number has been issued, you will receive instructions via email for shipping the product back to SWI. Follow these instructions to avoid delays or rejection.

Before you return a product to Sierra Wireless, please:

- Remove all features, accessories, power supplies, parts, options, third party products, alterations, and attachments not under warranty service.
- Ensure the returned unit is free from physical damage or tampering.
- Ensure the product is free of any legal obligations or restrictions that prevent its exchange.
- Ensure the product is deregistered from any carriers or providers.
- Back-up or secure all programs, data, and other intangibles which may be lost if the returned unit is replaced.

## **RMA Warranty Repair Procedure**

Please ensure that we receive your product within 30 days of RMA issuance to retain your support priority.

1. SWI will perform a visual inspection upon receipt of the product.

If it is determined that product is physically damaged, you will receive a cost estimate approval form for a replacement product. If you decline the charge, SWI will invite you to either retrieve the product or approve having it scrapped at SWI's service center.

2. SWI will perform full functional tests on the product.
  - a. If the product passes all our strict tests, you will be charged for diagnostic services and return shipping.
  - b. In the event that SWI discovers function failures during testing:
    - i. The product may be repaired or replaced with a brand new or rebuilt unit which may use refurbished parts of similar quality and functionality. Any replacement product provided by SWI will be of

equivalent or superior functionality.

- ii. SWI may refund the purchase price of the product. The purchase price shall be either the amount paid on the invoice or bill from a distributor or the sale price of a product purchased directly from Sierra Wireless.

**Note:** For products purchased from a Distributor, you need to contact the Distributor directly upon written notification from SWI to receive their refund.

3. SWI applies firmware or software updates for the product or the replacement units.
4. SWI ships the repaired product or replacement back to you. You will receive an email notification with the shipping number for tracking purpose.

When SWI ships the repaired products back to you, a product Repair Sheet will be included in the shipping box, with the following information:

- Your name;
- Your contact information (contact name, phone, email) and return shipping address;
- RMA Number;
- Model;
- FSN number or Replacement number;
- Warranty status;
- What has been done for each unit.

## **RMA Warranty and Repair Policies**

### **Repair Policy**

- All customers must acquire an RMA number prior to sending their product to SWI. Any product received without an RMA number or without following shipping instructions could be delayed or rejected.
- SWI expects to receive an RMA shipment within **30 days** of the RMA issuance. Shipments received after 30 days may lose their processing priority, causing longer turnaround times. In some circumstances, you may need to request a new RMA number.
- SWI discourages customers from sending in accessories unless specifically requested.

- SWI does not replace or return accessories and is not responsible for lost or missing items.
- An RAF (Repair estimate Approval Form) for Non-Warranty service is sent to you if the product is determined to be as Out-of-Warranty, SWI issues an RMA only after you have approved the charges. The actual charges may be less than the estimated amount, in which case SWI will refund you the difference.
- SWI in-warranty standard warranty and repair turnaround time is normally **5-10 business days**. It may be up to 30 business days in cases where the product must be sent back to the factory for repair.
- In the event that a no-fault-found charge is required, SWI will retain your product until full payment by you of all charges for the diagnosis. If you have not claimed your product and paid all charges due within sixty days after being notified by SWI that your product has been tested, SWI will invite you to collect the product and to accept delivery of the product in exchange for the payment of the charges.
- In the event that the product does not work within the first month after the date of purchase, it is considered dead on arrival. SWI will use best efforts to provide a new replacement product.
- An RMA replacement product will carry the warranty entitlement from the original product.
- In the event that SWI sends a replacement to you in advance, the replacement product will not be under warranty until the original product is received at SWI.
- SWI offers a repaired or replaced product for a period of ninety (90) days or the remainder of the original Warranty Period, whichever is greater.

### **Warranty Policy**

- The warranty only applies to the original Customer who purchased the product or service from Sierra Wireless or a Distributor. The warranty is not transferable after the original purchase.
- The warranty coverage is in place for the Warranty Period. In the event that a support request or support ticket is open with Sierra Wireless technical support before the Warranty Period lapses, a warranty coverage extension for the ticketed problem will remain in force until Sierra Wireless either resolved the problem or executes warranty returns
- The product shall be free from material defects in design, materials, and workmanship under normal use. The product will substantially comply with and perform to the product datasheet specification available at [www.sierrawireless.com](http://www.sierrawireless.com).

- All materials, parts, components, and other items incorporated in the Hardware, and the media on which any Software is provided, shall be new.
- Warranty coverage for accessories not manufactured by Sierra Wireless is provided directly from the accessory manufacturer. Sierra Wireless does not cover any warranty or support for these accessories. Contact the manufacturer directly.

### **Software Warranty**

- The software Warranty Period is ninety (90) days from the Date of Purchase.
- Sierra Wireless recommends a service contract to ensure the ongoing operation of all software.
- Warranty procedures specific to software may be set out in the End-User License Agreement, which governs use of the software and, if so set out, such procedures shall take governing precedence over those set out herein for the software.
- Sierra Wireless may deliver new software and/or firmware with updates and/or additional functionality from time to time. The Customer is responsible for keeping installed firmware and software current.

### **Not Covered Under Warranty**

- Any product for which the party requesting the RMA is not the original purchaser.
- Any product for which the Warranty Period has expired.
- A product that has been installed, used or operated other than as set out in the Documentation.
- A product that has been physically damaged by a party other than Sierra Wireless or a Sierra Wireless authorized service center.
- A product that has been maintained, altered or modified, opened or repaired by any person or entity other than Sierra Wireless or a Sierra Wireless authorized service center. Applying a Sierra Wireless released firmware update does not void the warranty.
- A product that has been used outside of its published maximum ratings or with hardware that is electrically or mechanically incompatible as assessed by Sierra Wireless.
- A product on which the serial number has been altered, removed, rendered illegible, or does not match the RMA.
- The cost of installation, removal or reinstallation of the product, or rework of other equipment is not covered.

- Accidents, failure to follow instructions, use outside the scope of any Sierra Wireless provided Documentation, misuse, abuse, neglect, fire, flood, war, or acts of God.
- Sierra Wireless does not warrant that: (i) the products will provide uninterrupted or error-free operation; (ii) except as set out in the product specifications, the products will operate satisfactorily in conjunction with other manufacturer's hardware, media or software; or (iii) Sierra Wireless will correct minor program defects in the Software which do not materially affect the ability of the Software to perform in accordance with the product Specifications.
- A product that has experienced signal reception problems, unless caused by a defect in the material(s) or workmanship in the product.
- Technical assistance to install, configure, or operate the product.
- Any warranty provided to the Customer by another party.
- Sierra Wireless provides third party products on an "As Is" basis, without warranties of any kind unless Sierra Wireless specifies otherwise. However, Third Party products may carry their own warranties. Sierra Wireless shall pass through to the Customer any such warranties to the extent authorized by the third party. The exercise of such warranty shall be directly between the Customer and the third-party provider.



# End-User Warranty Sierra Wireless AirLink®, MG, FX, GL and GNX Products

By using this Product you agree to the following provisions which contain limitations on warranties and liabilities and your remedies.

## 1. DEFINITIONS.

1.1 **Definitions.** In this End-User Warranty:

“Date of Purchase” means the date you purchased the Product from the Reseller, as indicated on the original bill of sale or receipted invoice. If we are unable to verify the date of purchase to our satisfaction, it will be deemed to be the date that is 3 months after the date of manufacture.

“Product” means any of the following Sierra Wireless gateways and routers and the associated Product Software: AirLink ES-series, AirLink GX-series, AirLink-LX series, AirLink MP-series, AirLink RV-series, MG-series routers, FX-series gateways, GL-series modems and GNX-series tracking devices. For greater certainty, “Product” does not include the suite of device management tools that are supplied with the foregoing Products, and which are covered under a separate software licence.

“Product Software” means the software elements of the Products (including firmware) but specifically excludes any software made available to you to develop or execute custom applications on the Products, including without limitation the Legato® open source application framework software, its associated development environment and Linux distribution (“Application Development Software”).

“Reseller” means a Sierra Wireless authorised reseller or distributor.

“Sierra Wireless”, “we”, “us” or “our” means Sierra Wireless, Inc. and any legal entity or entities directly or indirectly controlling, controlled by, or under common control with Sierra Wireless, Inc. “Control” means the right to exercise, directly or indirectly, more than 50% of the voting rights attributable to the shares, partnership interests, membership shares or similar ownership interest of such controlled entity.

“Specifications” mean the datasheet specifications for the applicable Product available at

[www.sierrawireless.com](http://www.sierrawireless.com) as of the Date of Purchase.

“You” and “your” means the individual or entity who originally purchased the Product from the Distributor.

“Warranty Period” means the period starting on the Date of Purchase and running for the period specified below.

| Product Series  | Hardware elements | Product Software |
|---|-------------------|------------------|
| AirLink ES, GX, LX, MP and RV-series<br>MG-series routers<br>FX-series gateways | 3 years           | 90 days          |
| GL-series modems<br>GNX-series tracking devices                                 | 1 year            | 90 days          |

Extended warranties may be available for certain Products, either on a stand-alone basis or as part of a support package. If you have purchased an extended warranty that we have authorized, the Warranty Period for the hardware will be extended accordingly.

1.2 **Headings.** Headings have been inserted in these provisions for convenience of reference only and will not affect their construction.

## 2. WARRANTY.

2.1 **Warranty.** If you are the original end-user purchaser of the Product, we provide you with a personal, non-transferable, warranty that, during the applicable Warranty Period: (a) the Product will substantially comply with, and perform per, the Specifications; and (b) the hardware elements of the Products will be free from material defects in materials and workmanship under normal use.

2.2 **Claim Procedure.** To initiate a warranty claim, you should first contact your Reseller and follow their instructions as they may wish to process the claim on your behalf. If they are unable to assist you, you should contact us via one of the methods set forth at [www.sierrawireless.com/support](http://www.sierrawireless.com/support) under the section entitled “Repair and Warranty” and we will provide the necessary instructions. If we ask you to return the

Product to us or the Reseller, you will be responsible for the shipping costs.

2.3 **Remedy.** If we find that the Product meets the warranty conditions set out in this End-User Warranty, it shall, (a) at its expense and option (i) repair the defective Product, (ii) replace the defective Product with a new or rebuilt unit (which may use refurbished parts of similar quality and functionality) or a substitute unit of equal or superior functionality, or (iii) make a Product Software release available to you to address the defect; (b) ship the repaired or replaced Product back to you, if applicable; and (c) warrant the repaired or replaced Product for a period of ninety (90) days or the remainder of the original Warranty Period, whichever is longer. If Sierra Wireless is not able to repair or replace the defective Product, we may, in satisfaction of its sole and exclusive obligation in connection with such defective Product, refund (or cause the Reseller) to refund the purchase price of the Product.

2.4 **Not Covered.** We do not warrant that: (a) the Products will provide uninterrupted or error-free operation; (b) except as expressly set out in the Specifications, the Products will operate satisfactorily in conjunction with other manufacturer’s hardware, media or software; or (c) we will correct minor program defects in the Product Software which do not materially affect the ability of the Product Software to perform in accordance with the Specifications. The warranty does not apply to Products that: (i) have been installed, used or operated other than per the Sierra Wireless user materials; (ii) have been maintained, altered or modified, opened or repaired, other than by us or our authorized service provider; (iii) have been physically damaged, other than by us or our authorized service provider; (iv) have experienced signal reception problems, unless caused by a defect in material(s) or workmanship in the Product; (v) have been used outside of published maximum ratings or with hardware that is electrically or mechanically incompatible as assessed by us; or (vi) have had their serial numbers altered, removed or rendered illegible. The warranty does not cover or include: (i) the cost of installation, removal, reinstallation, or rework of other equipment; (ii) damage due to accidents, your failure to follow instructions, misuse, abuse, neglect, fire, flood, war, or acts of God;



(iii) technical assistance to install, configure, or operate the Product; (iv) Application Development Software; (v) any updates/upgrades to Product Software that we make available at no additional cost; and (vi) third party products not manufactured by us, which are provided “as is”, without warranty of any kind, unless otherwise expressly specified by Sierra Wireless. We are not responsible for any warranties provided to you by the Reseller.

2.5 **Out of Warranty.** You shall pay Sierra Wireless for all reasonable parts, labour and shipping charges incurred by Sierra Wireless to repair or replace a defective Product that, per Section 2.4 above (Not Covered) is not covered by this End-User Warranty, or to process and return a Product that we determine is not defective.

### 3. EXCLUSIONS & LIMITATIONS.

3.1 **NO OTHER REMEDIES OR WARRANTIES.** YOUR SOLE REMEDY UNDER THIS END-USER WARRANTY IS AS SET FORTH UNDER SECTION 2.3 ABOVE (REMEDY). WE SPECIFICALLY DISCLAIM ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY WARRANTY OF NON-INFRINGEMENT, ANY WARRANTY THAT THE PRODUCTS ARE SECURE; OR ANY WARRANTY THAT THE PRODUCTS ARE SUITABLE FOR USE IN ENVIRONMENTS OR APPLICATIONS WHERE A FAILURE OR MALFUNCTION OF THE PRODUCT COULD LEAD TO DEATH, PERSONAL INJURY OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE.

3.2 **DISCLAIMER.** IN NO EVENT SHALL WE BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH OR ARISING OUT OF THIS END-USER WARRANTY OR THE PRODUCTS OR SERVICES PROVIDED HEREUNDER, INCLUDING WITHOUT LIMITATION LOSS OF PROFITS OR REVENUES, LOST DATA, FAILURE TO REALIZE EXPECTED SAVINGS, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND, WHETHER BASED ON CONTRACT, TORT (INCLUDING THEORIES OF NEGLIGENCE, RECKLESSNESS, STRICT LIABILITY, OR DEFECTIVE PRODUCT

LIABILITY), OR ANY OTHER LEGAL THEORY, EVEN IF WE WERE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES

3.3 **MAXIMUM LIABILITY.** THE TOTAL LIABILITY OF US, OUR DIRECTORS, OFFICERS, EMPLOYEES, SUPPLIERS AND AGENTS, FOR FAILING TO FULFIL OUR WARRANTY OBLIGATIONS AND FOR ANY OTHER LIABILITY UNDER, OR IN CONNECTION WITH THE PRODUCT OR THIS END-USER WARRANTY, REGARDLESS OF THE NUMBER OF EVENTS, OCCURRENCES OR CLAIMS GIVING RISE TO LIABILITY, SHALL BE LIMITED TO THE AMOUNT YOU PAID FOR THE PRODUCT.

3.4 Some jurisdictions do not allow the exclusion of implied warranties and conditions and do not permit the exclusion or limitation of certain damages. Therefore, the exclusions set out in this End-User Warranty may not apply to you.

### 4. GENERAL.

4.1 **Applicability.** This End-User Warranty applies to any Products you purchase from Resellers for your own end-use, provided that the Date of Purchase is after the Release Date specified in the footer of this End-User Warranty. It does not apply to any Products you purchase directly from Sierra Wireless, which are governed by Sierra Wireless' General Terms and Conditions of Sale, which are available at [www.sierrawireless.com/legal](http://www.sierrawireless.com/legal). This End-User Warranty also does not apply if you are not the original end-user purchaser of the Product.

4.2 **Governing Law & Disputes.** All claims or disputes arising hereunder or in connection with this End-User Warranty shall be governed by the laws of the State of New York, U.S.A. and submitted to arbitration conducted by JAMS in New York, New York in accordance with JAMS rules of arbitration, except as follows: (i) if you are incorporated within the regions of Europe, Middle East or Africa, the laws of Switzerland shall govern and arbitration shall be conducted in Paris, France by the International Court of Arbitration in accordance with the ICC rules and procedures; and (ii) if you are incorporated within the Asia region, Australia or New Zealand, the laws of the Special Administrative Region of Hong Kong shall apply and the arbitration shall be conducted in Hong Kong, PRC, by the International Chamber of Commerce in accordance with ICC rules and

procedures; in each case without regard to the conflict of law provisions of such jurisdiction. The United Nations Convention on the Sale of Goods (The Vienna Convention) shall not apply to the purchase of Products. The arbitration shall be binding and conducted in English before a single arbitrator. The parties waive all rights to trial by jury.

4.3 **Severability.** Any provision of this End-User Warranty which is, or is deemed to be, unenforceable in any jurisdiction shall be severable from this End-User Warranty in that jurisdiction, without in any way invalidating the remaining provisions of this End-User Warranty and any such unenforceability in that jurisdiction shall not make that provision unenforceable in any other jurisdiction.

4.4 **Modifications.** This End-User Warranty shall not be modified except by a document signed and made part of this Agreement by an authorized signing officer of Sierra Wireless.

4.5 **Waiver.** A waiver of any right, obligation or default will shall only be effective if it is in writing and signed by the party against whom the waiver is sought to be enforced. Any particular waiver of any right, obligation or default will not be construed as a waiver of any subsequent or other right, obligation or default. The remedies of each party shall be cumulative and not exclusive.

4.6 **Notices.** All notices shall be in writing, shall be signed by the party giving notice, and shall be effective on receipt. If a notice duly signed by the party giving notice is transmitted to the other party by facsimile or as a pdf attachment to an e-mail, the facsimile transmission or pdf attachment will be deemed an executed original of the notice and of such signature.

4.7 **Assignment.** You may not assign this End-User Warranty, in whole or in part, without the prior written consent of Sierra Wireless.

4.8 **Entire Agreement.** This End-User Warranty constitutes the entire agreement between you and Sierra Wireless on the subject matter and supersedes any prior agreement or understanding, written or oral.