



# Extended Warranty and Next Day Replacement Service

BridgeWave's standard 12-month limited warranty is included in the purchase price and includes a high level of support for equipment and network troubleshooting as well as claims processing. Included in BridgeWave's Standard Warranty:

**Remote Technical Support** - BridgeWave's support engineers are skilled at providing a rapid path to resolutions with installation, alignment, maintenance and configuration questions, as well as troubleshooting and diagnosing link failures.

**Warranty Claims Processing** - If as a result of troubleshooting a reported problem, BridgeWave determines the cause of the anomaly to be equipment failure; a Return Materials Authorization (RMA) is issued for the equipment to be returned for repair. Equipment is usually repaired and returned to the customer within 30 days.

**Software Releases** - For products with configurable software, new software releases and upgrades are made available to customers who are within warranty terms.



BridgeWave understands that a single level of warranty support does not meet the needs of all customers and is pleased to offer the ability to extend the original factory warranty and add next day parts replacement in a complete, economical package.

## INTRODUCING EWNDR SERVICE



ISO 9001  
FM 59394

As an ISO9001 certified company, our processes dictate that all our wireless bridges pass rigorous factory Highly Accelerated Life-cycle Testing (HALT) and Highly Accelerated Stress Screening (HASS) testing before shipment. Our confidence in providing highly reliable systems leads us to offer a comprehensive Extended Warranty and Next Day Replacement (EWNDR) service program for your BridgeWave links. This program is available in two, three, and five year intervals, yielding long-term peace of mind that your equipment is not only covered, but replacements are promptly made available. EWNDR service is available to customers within the United States.

### Extended Warranty (EW) Description

Customers may elect to extend the standard warranty coverage to the second, third, and fifth years of operation by purchasing BridgeWave's Extended Warranty. Extended Warranty provides the same features as the BridgeWave Standard Equipment Warranty for an additional 12, 24, or 48 month term.

### Next Day Replacement (NDR) Description

The Next Day Replacement (NDR) option is available to customers who require a replacement timeframe sooner than the standard 30-day turn around. When NDR is purchased, replacement products are shipped within one business day. Next Day Replacement is offered to complement Standard Warranty (NDR-1) for the first year (first 12 months) or to cover multiple years of service.

EWNDR services are available to extend factory warranty coverage and advanced next day replacement for a maximum of 60 months from the date of shipment. Refer to the chart on the next page for details of warranty and replacement coverage. Wireless bridges covered by an extended warranty are also eligible to participate in BridgeWave's Premier Support program.

## FOUR REASONS TO CONSIDER BRIDGEWAVE'S EWNDR SERVICE

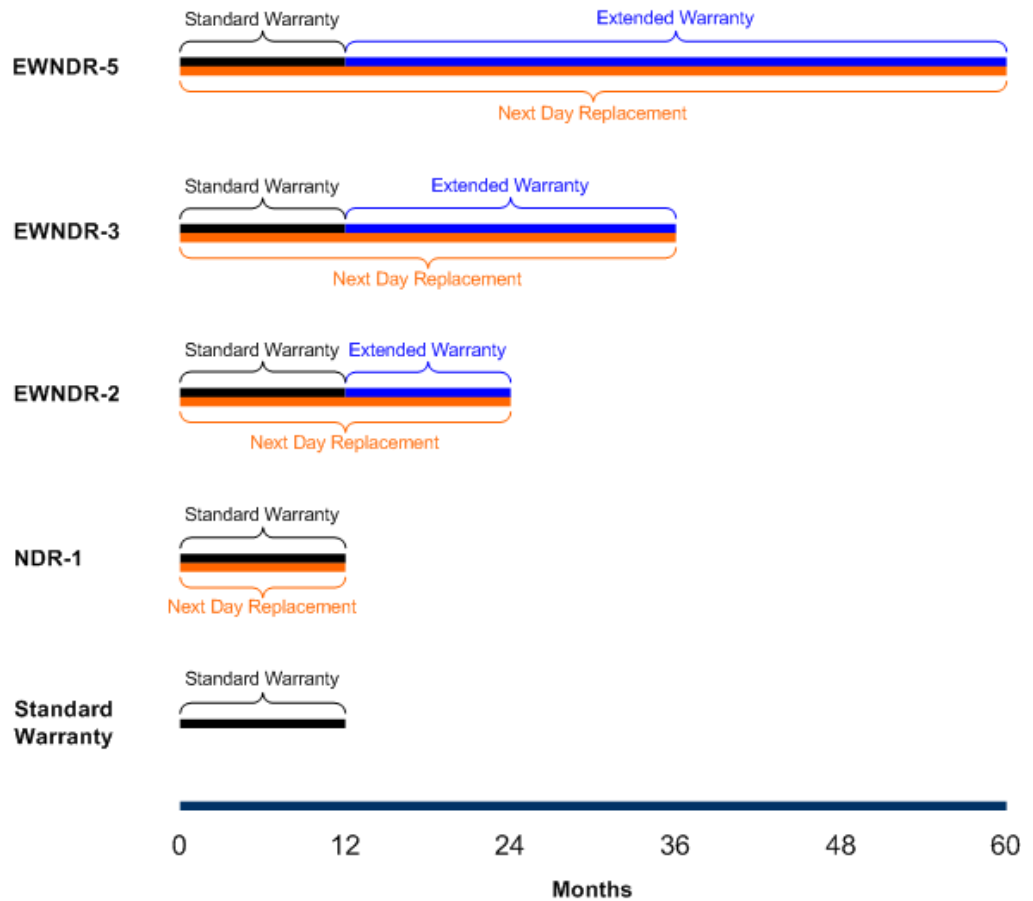
- ❖ *Inexpensive insurance policy for mission critical data connectivity*
- ❖ *Extends the warranty to multiple years with flexibility to choose the length of service*
- ❖ *Overnight advanced delivery of a replacement link to restore your connection*
- ❖ *Peace of mind knowing your BridgeWave links will be covered and replaced promptly*

SERVICES

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## COMPARING EWNDR PROGRAMS

BridgeWave's EWNDR services are available as a standalone Next Day Replacement (NDR-1) program to compliment the original standard warranty, or in multi-year options EWNDR-2, EWNDR-3, and EWNDR-5 programs providing complete coverage for up to five years.



## ABOUT BRIDGEWAVE

Founded in 1999, BridgeWave Communications is the leading supplier of Gigabit Ethernet outdoor wireless connectivity solutions. The company's exclusive AdaptRate™ technology and Forward Error Correction capabilities deliver the highest availability at the longest distances for full-rate GigE solutions. BridgeWave's point-to-point, fixed wireless solutions are ideally suited for a wide variety of enterprise, service provider, healthcare, education, public safety and government/military network applications. With the largest installed base of GigE radios worldwide, BridgeWave delivers the highest levels of product quality and reliability. Contact BridgeWave or an authorized BridgeWave reseller for more information.

SERVICES