
ThurayaMarine Unit (TMU) Warranty Service Program

Model : ThurayaMarine

**THURAYA Telecommunications Company
UAE, Abu Dhabi**

THURAYA PROPRIETARY INFORMATION

ThurayaMarine Warranty Service Program



Abbreviation

SP	THURAYA Service Provider
DA	THURAYA Distributor
TMU	ThurayaMarine Unit

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1. Introduction

1.1. Purpose

This document describes the procedure, which shall be followed for the servicing of the ThurayaMarine Unit “TMU” product (“Product”), which are under warranty and out of warranty.

1.2. Scope

The scope of this document extends to matters concerning the repair or replacement of defective Product.

2. Definition

2.1. ThurayaMarine Customer Care

It means Customer Care which is covering the sales area located at the SP’s designated place. Customer.care@thuraya.com
+88216 100100

2.2. Customer

It means THURAYA end-user customer.

2.3. Auxiliary Components

The Product consists of ThurayaMarine Main unit, Omni-Directional Antenna and a host of auxiliary components. The auxiliary components are:

*** With Main unit**

- Main unit Power adapter (12V5A)
- RJ-11 cable
- DTE cable
- USB cable
- I/O(4p) cable
- Wall bracket
- User manual
- Wireless Handset
- Handset power adaptor (5V/1A)
- Utility CD
- Handset cradle unit (Desk & Body)

*** With Omni-Directional Antenna**

- Satellite antenna RF cable with 12 meter : TNC(F)-TNC(F) type
- GPS antenna RF cable with 12 meter: TNC(F)-TNC(F) type
- Mounting pole (2.5"phi x 30 CM) with U-bolt units and 4 screws.
- Ground Wire (0.2M , Copper wire)
- Antenna Installation manual

Any reference to the auxiliary components in this document shall refer to the above mentioned components only.

2.4. Original Packing Box

The Product comes in a packaged box. There are three gift boxes inside two carry cases, which contain the following:

- 2.4.1. ThurayaMarine Main unit gift box, which contains Main unit , Main unit Power adaptor , RJ11 cable, USB cable, DTE cable, I/O (4p) cable , Wall bracket and the User manual.
- 2.4.2. Handset gift box, which contains Wireless Handset, Handset power adaptor and Handset cradle unit (Desk & Body).
- 2.4.3. Omni-Directional Antenna gift box, which contains Omni-Directional Antenna, 12M length of SAT cable with connector, 12M length of GPS antenna cable with connector, Mounting pole, pole screws, U-bolt sets, Ground Wire and Antenna Installation manual.

3. Warranty

3.1. Customer Warranty & Policy

- 3.1.1. THURAYA warrants the Product as free of defects in material, design and workmanship for the period of twelve (12) months from the original date of purchase by THURAYA end user customer. THURAYA end user customer's warranty shall be proven with proof of purchase. A proof of purchase is:
 - 3.1.1.1. Stamped warranty card by the THURAYA Service Provider (SP) and/or Distributor (DA) indicating the Product serial numbers and the date of purchase. It consists of the Product IMEI number and Product **serial** number.
 - 3.1.1.2. In case the above is not available, a sales invoice may be considered as a proof of purchase, along with stamp, signature, date and serial number of the Product.
- 3.1.2. In case proof of purchase is not available, warranty period will be automatically calculated for twelve (12) months from the coded manufacturing date.
- 3.1.3. In case the proof of purchase is not available and the coded manufacturing

date are found to be altered, deleted, removed, or made illegible, then the warranty shall not be applicable and the Product will be considered as out of warranty.

3.2. Warranty Materials

Customer warranty registration card and warranty seal if available.

3.3. Conditions of Warranty

- 3.3.1. At the point of purchase, Customer shall be provided with a stamped warranty card (“Warranty Card”) with a signed and dated proof of sale. All the related numbers of Product (IMEI & Product serial) shall be clearly mentioned in the Warranty Card.
- 3.3.2. Warranty Card is valid only if it is completed (in full details) with all the blanks filled in by the authorized dealer (SP and/or DA) and duly stamped and signed at the point of sale.
- 3.3.3. THURAYA reserves the right to refuse any warranty service if the above information has been tampered with on the Warranty Card.
- 3.3.4. Repair under the terms of this warranty does not give right of extension to or a new commencement of the period of warranty. Replacement, however, doesn't extend the warranty period beyond the original warranty associated with date of purchase. A limited warranty for a period of three (3) months shall be applicable to the replaced / repaired part based on the assessment of the service center as to the cause of the failure.
- 3.3.5. The warranty is not applicable in cases other than defects in material, design and workmanship. The warranty also does not cover the following:
 - 3.3.5.1. Abuse or misuse, including but not solely limited to the failure to use the Product for its normal purposes or in accordance with THURAYA's Product User manual.
 - 3.3.5.2. Use of the Product in conjunction with accessories, which are nonstandard and not approved by THURAYA for use with the Product.
 - 3.3.5.3. Failure of the Product arising from incorrect installation or using inconsistent with technical or safety standards in current force, or failure to comply with the Customer manual instructions.
 - 3.3.5.4. Accidents, Acts of God or any cause beyond the control of THURAYA caused by lightning, water, fire, public disturbances and improper ventilation.
 - 3.3.5.5. In case the 'guarantee seal, if available, is broken', missing or

tampered.

3.3.5.6. The model, serial Product numbers or bar code on the Product have been altered, deleted, removed or made illegible.

4. Repair Facility

The following are the details for the repair facility of the Product:

4.1. ThurayaMarine Factory Repair Center

With care of:

APSI Middle East General Trading (L.L.C)

#1205, 12th Floor, Al Safa Tower

Sheikh Zayed Road

PO BOX 123944

Dubai, U.A.E

Tel: +9714-3320094

Fax: +9714-3320096

4.2. THURAYA Customer Care

Contact number: +88216 100100

Email: customer.care@Thuraya.com

5. Warranty Procedures

5.1. Repair Procedure

The SP/DA has to issue a credit note to THURAYA's Factory Repair Center (as beneficiary) for US\$150 per unit to process the repair request before processing Repair Procedure. THURAYA has to issue the SP/DA product cost analysis within one (1) week from the date of receiving the product at the repair facility. The SP/DA has to advise a reply within two weeks from the date of issuing the cost analysis. If a response is not advised within the stipulated time, the units will be returned and the SP/DA will be charged for all costs including shipping. The credit note for US\$150 will be write-off with the debit note by THURAYA's Factory Repair Center to SP/DAs which note will be issues once the repair finish and ship to SP/DAs. The DHL account will be noticed when the SP/DAs' credit note arrive to THURAYA's Factory Repair Center.

The return of the Product under warranty can happen at two different levels, these are:

5.1.1. Return from the SP/DAs as an ‘out of box’:

- 5.1.1.1. After the dispatch of the Product from THURAYA, an inward Inspection may be carried out by the SP/DA. Should any part of the Product be found to be non compliant at this stage, the SP/DA shall return that part as an ‘out of box’ failure.
- 5.1.1.2. In case no inward inspection is done by the SP/DA, but at the time of sale the Product is not compliant, then this Product will also be treated as an ‘out of box’ failure.
- 5.1.1.3. In case the Customer takes the Product without testing it at the SP/DA, a failure reported by the Customer at the time of unpacking and installation also shall be treated as an ‘out of box’ failure. However this shall be accepted only if the unit is returned along with the duly stamped Warranty Card.
- 5.1.1.4. The SP/DA shall call up the Thuraya Customer Care and explain the nature of the non-compliance. Based on the inputs from the SP/DA, the Customer Care shall generate a ‘Trouble Ticket’ (Annexure 2). This form shall include the Customer complaint number and the necessary Customer inputs. A copy of this ticket shall then be sent to the Customer for his reference.
- 5.1.1.5. If the problem is in any auxiliary components, the repair center shall send, wherever it is convenient to customer, the replacement unit to the SP/DA and then pick up the defective auxiliary components. If the replaced parts/ auxiliaries have not been sent to THURAYA by the SP/DA, THURAYA will recover the cost of such parts/ auxiliaries from the SP/DA account.
- 5.1.1.6. If the problem is such that it needs the Product to be brought back to the repair center for repair, the repair center shall generate a “Product Pick Up Form” which shall be forwarded to the freight forwarder, with a copy marked to the SP/DA.
- 5.1.1.7. The freight forwarder shall arrange for the Product to be picked up from the SP/DA warehouse and brought to the repair center. It is very essential that all original packing materials be sent to the repair center when the Product is being sent for repair. This shall prevent any damage to the Product during transit.
- 5.1.1.8. Upon receipt of the Product at the repair center, the repair center shall fill up the ‘Incoming Unit Tracking Report’ “Annexure 1” and

fill in all the necessary details and send a copy of the same to the SP/DA as an acknowledgement of having received the Product for repair. This shall be done within three (3) working days after receipt of the material.

- 5.1.1.9. The return of the repaired Product shall take place within twenty-one (21) working days.
- 5.1.1.10. After the repair of the Product, the repair center shall intimate the freight forwarder to pick up the Product for return using the 'Product Pick Up Form'. A copy of the same shall be marked to the SP/DA.
- 5.1.1.11. The freight forwarder shall arrange to take the repaired Product back to the SP/DA warehouse and provide a receipt of the delivery note as a confirmation of having delivered the Product.
- 5.1.1.12. After testing the returned Product, the SP/DA shall confirm to the Customer Care the compliance of the Product. If this information is not received by the repair center within five (5) working days, the generated 'Trouble Ticket' (Annexure 2) shall be closed and the Product will be deemed as accepted.

5.1.2. Return from SP/DAs as defective Product:

- 5.1.2.1. After the sale of the Product by the SP/DA to the Customer, the repair of defective Product shall be covered under this clause. The defective products shall be sent to Factory repair center under the SP/Distributors' name not by Customer's name directly.
- 5.1.2.2. SP/DA process repairing procedure conducting the repair center.
- 5.1.2.3. For the Product to be covered under warranty it is essential that the Warranty Card stamped and dated by the THURAYA SP/DA be sent along with the Product for the repair to be billed as 'under warranty'.
- 5.1.2.4. Warranty repair is also limited to the extent that if the repair center determines that the cause of the failure is because of mishandling of the Product or using it in conditions not recommended, or using it with accessories not recommended, the Customer will have to bear the cost of the transportation and repair.
- 5.1.2.5. In case of non-compliance, the SP/DA shall call up the Customer Care and explain the nature of non-compliance. Based on the inputs by SP/DA, the Customer Care shall generate a 'Trouble

Ticket'. This form shall include the complaint number and the necessary issues received from the end user. A copy of this ticket shall then be sent to the SP/DA for his reference.

- 5.1.2.6. Based on the inputs, the Customer Care will have a preliminary assessment on whether the Product is under warranty or as a payment-base repair. In case of payment-base repair, the Customer Care shall advise the SP/DA about the same, and the repair acknowledgement should be received by return.
- 5.1.2.7. The SP/DA have obligation to get the customer's acceptance whether accept or not for the payment –base repair within five (5) days of advising.
- 5.1.2.8. If the problem is in any auxiliary components, the repair center, wherever it is convenient, shall send a replacement to the SP/DA and then pick up the defective auxiliary components.
- 5.1.2.9. If the problem is such that it requires the defective Product to be brought back to the repair center for repair, then the repair center shall generate a "Product pick up form" which shall be forwarded to the freight forwarder with copy marked to the SP/DA. If replaced parts/ auxiliaries have not been sent to THURAYA by the SP/DA, THURAYA will recover the cost of such parts/ auxiliaries from SP/DA account.
- 5.1.2.10. The freight forwarder shall arrange for the defective Product to be picked up from the SP/DA and brought to the repair center. It is very essential that all original packing material be sent to the repair center when the Product is being sent for repair. This is important because this packing material shall prevent any damage during transit to the Product.
- 5.1.2.11. Upon receipt of the defective Product at the repair center, the repair center shall fill up the 'Incoming Units Tracking Report' (Annexure 1) and fill in all the necessary details and send a copy of the same to the Customer as an acknowledgement of having received the Product for repair. This shall be done within one working day after receipt of the material.
- 5.1.2.12. Upon inspection of the received Product at the repair center, if the repair center finds that the warranty clause has been violated, the same shall be intimated to the Customer along with the repair

charges.

- 5.1.2.13. After confirmation from the Customer about paid repair, the repair center shall initiate corrective action on the Product.
- 5.1.2.14. The return of the repaired Product shall take place within twenty-one (21) working days.
- 5.1.2.15. After the repair of the Product, the repair center shall intimate the freight forwarder, with a copy marked to Customer, in the 'Product Pick Up Form'.
- 5.1.2.16. The freight forwarder shall arrange to take the repaired Product back to the Customer and provide a receipt of the delivery note as a confirmation of having delivered the Product.
- 5.1.2.17. After testing the returned Product, the Customer shall confirm to the Customer Care the compliance of the Product. If this information is not received by the repair center within five (5) working days, the Customer Care shall call up the Customer to confirm that the Product is working satisfactorily. This 'Trouble Ticket' (Annexure 2) shall be closed and the Product will be deemed as accepted

6. No Trouble Found Cases

The SP/DA shall be charged for transportation and minimal repair charges if the repair center, after testing the failed/defective Product, finds that non compliance is for:

- Not knowing how to use the Product or
- Damage caused to the Product by the Customer during testing or demonstration, or
- Used the Product with accessories not recommended to be installed/used

7. Out of Warranty

The above-mentioned procedures can be used as a guideline for 'out of warranty' repairs also, however the SP/DA shall bear shipment and repair costs.

Annexure 1

Incoming Units Tracking Report

Serial Number:

Customer Name :

Contact Number :

Contact Person :

Carry Case Serial Number :

Product Serial Number :

Date Received :

Under Warranty : Yes / No

Main unit Serial Number:

Cross Check for following items when a unit is received for repair.

Sr. No	Description	Details	Serial No.	Check on receipt	Check on dispatch
1	Main Unit gift box	<ul style="list-style-type: none"> - Main unit - Power adapter - DTE cable - RJ-11 cable - USB cable - I/O (4p) cable - Wall mounting bracket - User manual 			
2	Wireless Handset gift box	<ul style="list-style-type: none"> - Wireless Handset - Cradle Desk - Cradle Body - Adaptor 			
3	Omni-Directional Antenna gift box	<ul style="list-style-type: none"> - Omni-Directional Antenna - SAT cable - GPS cable - Mounting pipe with screws. - U-bolt with nuts - Ground wire - Installation manual 			

Received By:

ThurayaMarine Warranty Service Program



Name:

Signature: _____

Date:

Annexure 2 Trouble Ticket

Trouble Ticket Number:

Customer Name : THURAYA Service Provider / Distributor / Customer (tick one)

Call Received On : At:

Contact Number : Mail ID:

Contact Person :

Product Serial Number :

Date unit was purchased : Under Warranty: Yes / No

Is warranty card available :

(Proof of purchase)

Nature of Problem as explained by the SP / DA/ Customer

- Deposit of US\$150 per unit is required to process the repair request.
- Cost analysis reply within two (2) weeks from the date of issuance otherwise the unit will be returned and all charges will be incurred by the Customer.

Customer Signature: _____ Service Provide Signature: _____

Corrective Action Recommended to Customer

Serviced By: