



ONE-YEAR WARRANTY

This One-year Warranty ("Warranty") applies to new systems purchased from and installed by a MotoSAT Factory Certified Installer ("Installer").

To receive the benefits of this Warranty, a purchaser of a new system must complete the registration form that comes with the system and mail, fax or email the completed registration form to MotoSAT within 30 days from the date of installation. The completion of and mailing of the registration form is the sole responsibility of the purchaser of the new system.

This warranty does not apply to any part not manufactured by MotoSAT, including, but not limited to: Modems, Feed Horns, LNBS, transmitters, Dish Faces and Satellite TV Receivers.

ONE-YEAR SERVICE AND FREIGHT WARRANTY GUIDELINES

- A. MotoSAT will cover for one year from date of installation pre-approved Installer piece rates for removal, re-installation and alignment of any non-functional part manufactured by MotoSAT based on the piece rate system approved by MotoSAT.
- B. Conditions of the Warranty:
 1. Customer agrees to take the vehicle to an Installer or agrees to pay the travel time for the Installer.
 2. The service appointment must be pre-approved by the MotoSAT Technical Support Department.
 3. All reasonable charges must be pre-authorized by the MotoSAT Technical Support Department and agreed in writing in advance by all involved parties (customer, Installer and MotoSAT Technical Support).
 4. Warranty requests can be initiated by phone; however, a formal request must be sent via email to: support@motosat.com.
 5. A new part received for installation that is found to be non-functional at the time of installation can be returned to MotoSAT for a full exchange.
 6. Upon verification by MotoSAT that a new part is non-functional, MotoSAT will:
 - a. Pay for the installation of the replacement part based on the approved piece rate system.
 - b. Pay for ground freight shipping for the return to MotoSAT of the non-functional part and for ground freight shipping to return the repaired or replaced part to the customer or designee. Any charges in addition to ground freight shipping that are associated with expedited shipping will be the responsibility of the customer.
 - Note: If any part is found to be fully operational and functional, no compensation for time will be approved and shipping will be charged both directions.
 7. If during repair, the Service Technician discovers that the failure is due to either damage after installation or to improper installation, the Service Technician will contact the MotoSAT Technical Support Department for further instruction.

FREIGHT

- A. Customers within the United States
 1. MotoSAT will pay ground freight, in both directions, for replacement of a non-functional part within the first 30 days of warranty period. If expedited shipping is requested, the difference

between ground freight and expedited shipping will be paid by the customer.

2. After 30 days, MotoSAT will pay for ground freight in one direction for a non-functional replacement part. Any other requested method of shipping will be at the sole expense of the customer.

B. Customers outside the United States

1. For customers outside of the United States, it is the sole responsibility of the customer to pay for shipping, duties, and tax charges on a non-functional part returned to MotoSAT.
2. MotoSAT will cover all shipping, duties, and taxes on a part sent from MotoSAT to a customer outside of the United States.

Note: Please refer to the MotoSAT RMA policy for part replacement options.

MOTOSAT RMA POLICY

- A. A Return Material Authorization (“RMA”) may be issued by the MotoSAT Technical Support and Sales Departments.

- B. RMAs may be requested by an Installer via email or phone. The request for an RMA can be done with or without troubleshooting assistance and at the discretion of the Installer, and is subject to the conditions outlined below.

- C. RMAs are designated as follows:

1. RA Option (Repair and Return):

- a. The customer or Installer returns the non-functional part to MotoSAT.
- b. MotoSAT repairs the non-functional part and returns it to the customer or Installer.
- c. If the non-functioning part is not covered by this Warranty, MotoSAT will perform an evaluation to determine what repairs are required. The non-refundable fee for this evaluation is \$50.00.
- d. Once the repair evaluation is completed, the customer or Installer will be contacted and provided an estimated cost for repairing the part.
- e. Upon receipt of authorization to proceed with the repairs, MotoSAT will repair the part and charge the customer or Installer for the replaced part, the cost of the labor to repair the part and the shipping cost to return the part.
- f. Upon completion of the repairs, MotoSAT will charge the customer’s credit card number for the cost of the repairs or will bill the Installer if the Installer has established credit with MotoSAT and the part will be returned.

2. RS Option (Return Swap):

- a. The RS option is offered for equipment that is currently under warranty and as a convenience to the customer or Installer.
- b. To use the RS option, a valid credit card number is required to guarantee the return shipment of the non-functional part.
- c. Note: An Installer who has established credit terms with MotoSAT will not be required to provide a valid credit card number.
- d. In addition, the customer or Installer will acknowledge that:
 - i. The customer or dealer was instrumental in diagnosing the possible issues with the part.

- ii. If the part is found to be without defect, the customer or Installer will be liable for all shipping costs and a 25% restocking fee.
 - iii. If the customer wishes to receive the part in advance, the customer will provide a valid credit card number to ensure return of the original part that is believed to be non-functional.
 - iv. The part must be returned within 10 business days beginning with the day the part of product is received by the customer or Installer.
 - v. If, on the 11th business day after the item is received by the customer or Installer from MotoSAT, the part has not been received by MotoSAT, then the valid credit card number provided by the customer or Installer or the account of the Installer will be charged for the full retail value of the part or product.
- Note: Customers who require international shipping may be an exception to this rule and will be dealt with on a case by case basis.
- vi. After the replaced part has been installed, the customer or Installer will return the part that is believed to be non-functional to MotoSAT.
- e. If the customer or Installer cannot agree to all the terms and conditions required for the RS Option, the RA Option will be used.
3. RN Option (Part Sent, No Return): The part is not to be returned. This usually occurs in the case of miscellaneous parts such as nuts and bolts, etc.

PARTS RETURNED TO MOTOSAT

Any item returned to MotoSAT must be properly packaged, correctly addressed and include the return material authorization (RMA) number to:

MotoSAT
 RMA # _____ (place RMA number here)
 1955 S. Milestone Drive
 Salt Lake City, UT 84104

Note: Items received without an RMA number clearly marked on the outside of the package may experience receiving delays. MotoSAT does not accept responsibility for these delays. In the event that the item is designated as an RS, the customer will continue to be liable for RS terms and conditions outlined above.

WARRANTY SERVICE

- MotoSAT's Internet Technical Support Department is available seven days a week from 6:00 am to 6:00 PM MST by calling 800-247-7486. Please listen to the service options for day, evening, and after hours/weekend support.
- MotoSAT's TV Technical Support Department is available Monday through Friday from 8:00 am to 5:00 PM MST by calling 800-247-7486.
- For Internet Service support, please contact your Internet Service Provider, VAR or ISP.
- For Satellite Receiver support, please contact your Satellite TV Provider: DirecTV, Dish Network, Bell Express VU or StarChoice/SHAW Direct.
- For additional after hours support or issues relating to the installation or operation of this product, please contact the original Installer.

WARRANTY EXCLUSIONS AND LIMITATIONS

- This Warranty extends only to the original purchaser and is not transferable.
- This Warranty does not cover damage due to accident, misuse, abuse or neglect.
- This Warranty does not cover damage due to wind, lightning, power surges, fire, flood or any other act of God or nature.
- This Warranty does not apply to any part not manufactured by MotoSAT, including, but not limited to: Modems, Feed Horns, LNBs, Transmitters, Dish Faces, Satellite TV Receivers, etc.
- All components not manufactured by MotoSAT are subject to separate warranties issued by the Original Equipment Manufacturer ("OEM") or Internet Service Provider ("ISP"), including, but not limited to: HughesNet, Prodelin, IDirect, etc.
- MotoSAT shall in no event be liable for damage to or loss of any equipment or consequential damages, including, but not limited to damages to other equipment resulting from the installation or operation of the MotoSAT components.
- This Warranty does not cover installation by individuals or Installers who are independent contractors and not employees of MotoSAT.
- MotoSAT reserves the right to make changes in design or improvements in its products without the obligation to incorporate the same in any product previously manufactured.
- MotoSAT internet systems and equipment must be initially installed and/or upgraded by MotoSAT factory certified installers. In the event the system installation or upgrade is not performed by a MotoSAT Factory Certified Dealer or Installer, the Warranty on the equipment is null and void.

NOTE: Consult your original Installer regarding any installation warranty provided by the Installer.

MISREPRESENTATIONS

- MotoSAT has not authorized anyone to make representations or warranties other than the warranties contained herein.
- This Warranty gives the purchaser specific legal rights which may vary from state to state.
- Some states do not allow exclusion of limitations of incidental or consequential damages or allow limitations on the duration of an implied warranty.

MOTOSAT CONTACT INFORMATION

Mailing Address: MotoSAT
1955 S. Milestone Drive
Salt Lake City, Utah 84104

Toll Free Number: 800.247.7486

Local Number: 801.972.8869

Fax Number: 801.972.5407

Email: support@motosat.com

Website: www.motosat.com



**ONE-YEAR WARRANTY INSTALLER PIECE RATES
(WARRANTY REPAIRS MUST BE PRE-AUTHORIZED)**

Internet	Rate
Mount	\$300.00
AZ motor assembly	\$100.00
EL motor assembly	\$100.00
SK motor assembly	\$100.00
AZ sensor	\$ 50.00
EL sensor	\$ 50.00
SK sensor	\$ 50.00
UCB	\$100.00
ODU RF Assembly	\$100.00
G74 LNB	\$100.00
Controller	
Modems (<i>MotoSAT as the ISP Only</i>)	\$100.00
Dish Face	\$100.00
Covers	\$ 25.00
Power Supply	\$ 25.00
Control cable	\$100.00
<i>Mounting plate – not covered</i>	<i>n/a</i>
<i>RG6 cable 30' – not covered</i>	<i>n/a</i>
TV	Rate
Mount	\$100.00
AZ motor assembly	\$100.00
EL motor assembly	\$100.00
SK motor assembly	\$100.00
AZ reed sensor	\$ 50.00
EL reed sensor	\$ 50.00
SK reed sensor	\$ 50.00
LNB	\$ 50.00
Controller	\$ 50.00
Dish Face	\$ 50.00
Covers	\$ 25.00
Power supply	\$ 25.00
Control cable	\$100.00
<i>Mounting plate – not covered</i>	<i>n/a</i>
<i>RG6 Cable 30' – not covered</i>	<i>n/a</i>
Miscellaneous	Rate
Software updates for any controller due to MotoSAT software configuration.*	\$100.00

*MotoSAT does not pay for software updates when they are required due to service provider revisions.