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Warranty Policies For Land Mobile Radio Equipment

Vertex Standard products are warranted to be free from manufacturing defects and workmanship. The warranty for NEW LAND MOBILE EQUIPMENT is as follows:

Radios mainframes – Three (3) years

VX-130 series radios - Two (2) year warranty

All other accessories – One (1) year – this includes batteries, headsets, antennas, etc.

Warranty Repairs Provided by Vertex Standard

1. If the dealer wants Vertex Standard to repair the defective unit, the dealer or person returning items for repair must pay the cost of shipping. Vertex Standard will repair the unit free of charge and will pay for the return shipping. If expedited shipping method is requested, the dealer or the person making the request will pay additional shipping cost.
2. When returning items of warranty repair please include a note describing the failure of and a copy of the purchase invoice. Be certain to include the name and number of the person to contact in regards to the repair.
3. Equipment sent in for repair, which is beyond its new equipment warranty period, will have a 30 days repair warranty.
4. In the event that examination by our Service Department discloses that the radio has been abused by the user, modified other than Vertex Standard modification, connected to reverse polarity, or in any way found to be a failure other than normal working conditions, the radio will be deemed, OUT OF WARRANTY. It will be returned as is to the dealer or repaired at factory rates in effect at the time the dealer requested.
5. Lightning damage is not covered by warranty.
6. Warranty service will not be honored or provided for Vertex Standard products purchased outside the United States.

Warranty Reimbursement for Authorized Vertex Standard Dealers

1. If a failure occurs within the warranty period (caused by defects or factory workmanship and or defective materials) Vertex Standard authorizes the dealer to repair the defective unit and will credit the dealer for the parts and labor according to the Vertex Standard Warranty Policy.
2. The current rate of reimbursement is US \$45.00 per hour (in ¼ hour increments), with a two hour maximum. The minimum charge being ¼ hour and the maximum being 2 hours. NOTE: This warranty reimbursement covers only the actual repair of the radio. It does not cover programming instructions to end user, traveling cost, or time required for processing of paperwork. Consider the following as general guidelines:
 - a. Diagnose & check bad battery: ¼ hour
 - b. Diagnose & repair bad antenna connection: ½ hour
 - c. Diagnose & replace bad PTT switch: 1 hour

d. Intermittent TX or RX, etc:

2 hours

3. In some cases Vertex Standard will set a special rate of reimbursement to perform certain modifications. This special rate will be supplied when such modifications are released.
4. The Dealer will purchase replacement parts from Vertex Standard at Dealer cost. Reimbursement for cost will be handled at the same time as labor warranty reimbursement claims. The invoice number for the parts purchased must be supplied.
5. All claims must be submitted on official Vertex Standard Warranty Reimbursement Form and must be complete.
6. All Warranty Reimbursement Claims are subject to approval and/or adjustment by Vertex Standard.