



Transition Networks, Inc.  
10900 Red Circle Drive  
Minnetonka, MN 55343 USA  
tel: +1 (952) 941-7600  
toll free: 800-526-9267  
fax: (952) 941-2322

#### **Five-Year Limited Hardware Warranty**

Transition Networks warrants to the original consumer or purchaser that each of its Liberator, PacketBand, DataBand, MILAN brand switch and media converters, S3280 series, S4140, S4212, S4224 products and all components thereof, will be free from defects in material and/or workmanship for a period of five years from the original factory shipment date. Any warranty hereunder is extended to the original consumer or purchaser and is not assignable. Transition Networks makes no express or implied warranties including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, except as expressly set forth in this warranty. In no event shall Transition Networks be liable for incidental or consequential damages, costs, or expenses arising out of or in connection with the performance of the product delivered hereunder. Transition Networks will in no case cover damages arising out of the product being used in a negligent fashion or manner.

#### **Limited Lifetime Warranty**

Effective for Products Shipped May 1, 1999 and After. Every Transition Networks labeled product purchased after May 1, 1999, and not covered by a fixed-duration warranty will be free from defects in material and workmanship for its lifetime. This warranty covers the original user only and is not transferable.

This warranty does not cover damage from accident, acts of God, neglect, contamination, misuse or abnormal conditions of operation or handling, including over-voltage failures caused by use outside of the product's specified rating, or normal wear and tear of mechanical components. If the user is unsure about the proper means of installing or using the equipment, contact Transition Networks' free technical support services.

Transition Networks will, at its option:

- Repair the defective product to functional specification at no charge
- Replace the product with an equivalent functional product
- Refund a portion of purchase price based on a depreciated value

To return a defective product for warranty coverage, contact Transition Networks' technical support department for a return authorization number. Transition's technical support department can be reached through any of the following means:

#### **Office Hours**

**USA**  
6:30 AM to 4:30 PM CST  
Monday through Friday

**After Hours**  
Calls will be answered  
by an on call engineer.

#### **Direct Contact Numbers**

**Domestic**  
+ 1 800-260-1312

**International**  
+ 1 952-358-3601

**Email**  
[techsupport@transition.com](mailto:techsupport@transition.com)

**Michael Mantei – Technical Manager**  
952-582-6407



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Send the defective product postage and insurance prepaid to the following address:

Transition Networks, Inc.  
10900 Red Circle Drive  
Minnetonka, MN 55343 USA  
Attn: RETURNS DEPT: CRA/RMA # \_\_\_\_\_

Failure to properly protect the product during shipping may void this warranty. The return authorization number must be written on the outside of the carton to ensure its acceptance. We cannot accept delivery of any equipment that is sent to us without a CRA or RMA number.

CRA's are valid for 60 days from the date of issuance. An invoice will be generated for payment on any unit(s) not returned within 60 days.

Upon completion of a demo/ evaluation test period, units must be returned or purchased within 30 days. An invoice will be generated for payment on any unit(s) not returned within 30 days after the demo/ evaluation period has expired.

The customer must pay for the non-compliant product(s) return transportation costs to Transition Networks for evaluation of said product(s) for repair or replacement. Transition Networks will pay for the shipping of the repaired or replaced in-warranty product(s) back to the customer (any and all customs charges, tariffs, or/and taxes are the customer's responsibility).

Before making any **non-warranty repair**, Transition Networks requires a \$200.00 charge plus actual shipping costs to and from the customer. If the repair is greater than \$200.00, an estimate is issued to the customer for authorization of repair. If no authorization is obtained, or the product is deemed not repairable, Transition Networks will retain the \$200.00 service charge and return the product to the customer not repaired. Non-warranted products that are repaired by Transition Networks for a fee will carry a 180-day limited warranty. All warranty claims are subject to the restrictions and conventions set forth by this document.

Transition Networks reserves the right to charge a \$50 fee for all testing and shipping incurred, if after testing, a return is classified as "No Problem Found."

THIS WARRANTY IS YOUR ONLY REMEDY. NO OTHER WARRANTIES, SUCH AS FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSED OR IMPLIED. TRANSITION NETWORKS IS NOT LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, ARISING FROM ANY CAUSE OR THEORY. AUTHORIZED RESELLERS ARE NOT AUTHORIZED TO EXTEND ANY DIFFERENT WARRANTY ON TRANSITION NETWORKS'S BEHALF.