

# **Public Calling Office (PCO)**

## **Warranty Service Program**

**THURAYA Satellite Telecommunications Company**

**UAE, Abu Dhabi**

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**THURAYA PROPRIETY INFORMATION**

## **Warranty Service Program**



### **Abbreviation**

SP: THURAYA Service Provider

DA: Distributor

TU: Transceiver Unit



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## 1. Introduction

### 1.1 Purpose

This document describes the procedure, which shall be followed for the servicing of the Public Calling Office “PCO” 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. PCO Help Desk

“PCO Help Desk” means the services to be provided by THURAYA Help Desk at THURAYA Primary Gateway located in Sharjah, UAE, which provides direct Customer support and guidance.

### 2.2. “Customer” means THURAYA end-user customer

### 2.3. Auxiliary Components:

The Product consists of the PCO main unit and a host of auxiliary components. The auxiliary components are:

- AC power adaptor
- Booth display unit
- Power adaptor
- GPS antenna with 25 meter cable
- SAT antenna with 25 meter cable
- Two RJ11 cables
- Two paper rolls
- External battery cables
- Two fuses (250 mA and 2A)
- User Manual
- Customer manual and CD



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

### **2.4. Original Packing Box**

2.3.1 The Product comes in a packaged box. There are two Gift boxes inside the carry case, which contains the following:

2.3.1.1 The PCO main unit box which contains an AC power adaptor, booth display, RJ11 cables, RJ45 cable, battery cable, spare fuses, CD and the user manual

2.3.1.3 Sat Antenna unit in a separate poly bag with cable and mounting accessories.

2.3.1.4 GPS antenna unit in a separate poly bag with cable.

## **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, proof of purchase is required. A proof of purchase is

3.1.1.1 Stamped warranty card by the THURAYA Service Provider (SP) and/or Distributor indicating the Product serial numbers and the date of purchase. The Product serial numbers consist of the Transceiver Unit box serial number with its internal IMEI and PCO main unit serial number .

3.1.1.2 In case the above is not available, a sales invoice may be considered as a proof of sale, along with stamp, signature, date and serial number of the Product both the Transceiver Unit box serial number and it's Internal IMEI and Product serial number

3.1.2 In case proof of purchase is not available, warranty period will be twelve (12) months from the coded manufacturing date.

3.1.3 In case of proof of purchase 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.

### 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. The serial numbers of the Product 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 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 months shall be applicable to the replaced / repaired unit 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 Customer 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 use not consistent 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 is broken’, seal is missing or tampered. This is pasted below the Product.



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

Following are the details for the repair facility of the Product:

### 4.1 PCO Repair Center

With care of:  
RHS logistics  
Jabal Ali Free Zone  
PO Box 7  
Dubai, U.A.E  
Tel: +97148085656

4.2 THURAYA help desk contact number: +971 6 8080 444  
Email: Helpdesk@Thuraya.com

## 5. Warranty Procedures

### 5.1 Repair Procedure:

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

#### 5.1.1 Return from the SP / Distributors 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 is 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 PCO Help Desk and explain the nature of



the non-compliance. Based on the inputs from the SP/DA, the PCO Help Desk shall generate a 'Trouble Ticket' (Annexure 3). 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 the replacement unit to the SP/DA and then pick up the defective auxiliary components. If 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. The Transceiver Unit is handled in a similar way to the PCO main unit and the same procedure applies.
- 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 material 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 2" and fill in all the necessary details and send a copy of the same to the SP/DA as an acknowledgement to having received the Product for repair. This shall be done within one working day after receipt of the material.
- 5.1.1.9 The return of the repaired Product shall take place within fifteen 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 in 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 help desk the compliance of the Product. If this information is not received by the repair center within five working days, the generated 'Trouble Ticket' (Annexure 3) shall be closed and the Product will be deemed as accepted.

### **5.1.2 Return from the Customer as defective Product:**

- 5.1.2.1 After the sale of the Product by the SP/DA to the Customer, repair of defective Product shall be covered under this clause.
- 5.1.2.2 In case the Customer return the Product as a defective one, he/she may contact the help desk directly or approaches the SP/DA for help in getting the Product repaired by 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 Customer or the THURAYA SP/DA shall call up the PCO Help Desk and explain the nature of non-compliance. Based on the inputs from the Customer, the PCO Help Desk shall generate a 'Trouble Ticket'. 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.
- 5.1.2.6 Based on the inputs given by the Customer, the PCO Help Desk will have a preliminary assessment on whether the Product is under warranty or as a paid repair. In case of paid repair, the PCO Help Desk shall advise the Customer about the same, and repair acknowledgement should be received from the Customer.
- 5.1.2.7 If the Customer agrees for the paid repair or if the repair is covered



under warranty, the next step shall be initiated, otherwise the complaint shall be closed.

- 5.1.2.8 If the problem is in any auxiliary components (excluding the Transceiver Unit), the repair center shall send a replacement to the Customer and then pick up the defective auxiliary components. The Transceiver Unit is handled in a similar way to the PCO main Product and the same procedure applies.
- 5.1.2.9 If the problem is such that it requires the defective Product be bought 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 the Customer or the SP/DA account, whichever is applicable.
- 5.1.2.10 The freight forwarder shall arrange for the defective Product to be picked up from the Customer 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 2) and fill in all the necessary details and send a copy of the same to the Customer as an acknowledgement to 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 fifteen working days.
- 5.1.2.15 After the repair of the Product, the repair center shall intimate the



freight forwarder, 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 help desk the compliance of the Product. If this information is not received by the repair center within five working days, the help desk shall call up the Customer to confirm that the Product is working satisfactorily. This 'Trouble Ticket' (Annexure 3) shall be closed and the Product will be deemed as accepted

### **6. No Trouble Found cases:**

6.1. 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: -

6.1.1 Not knowing how to use the Product or

6.1.2 Caused damage to the product by the Customer during testing or demonstration,  
or

6.1.3 Used the Product with accessories not recommended to be installed/used

### **7. Out of warranty repairs**

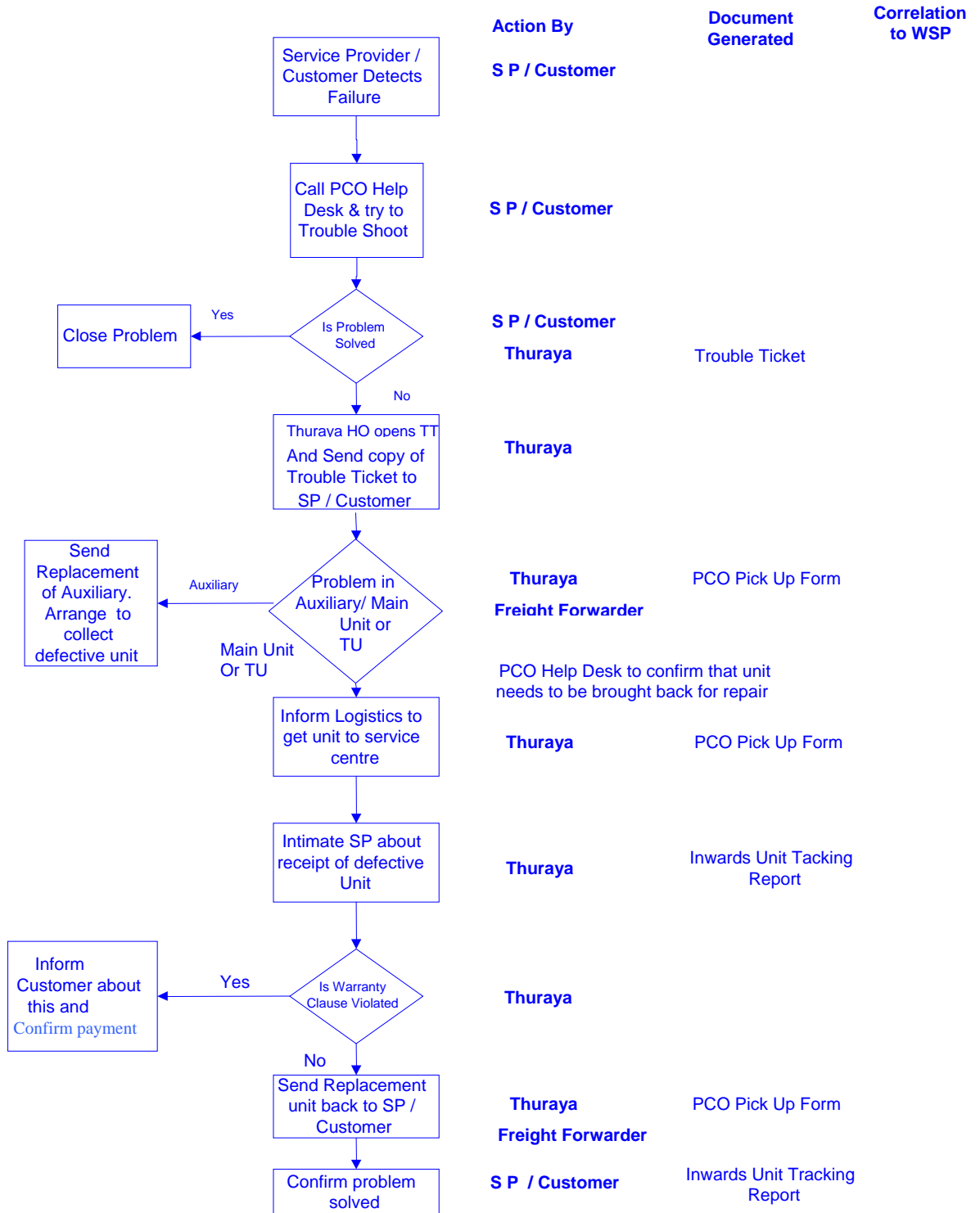
The above-mentioned procedures can be used as a guideline for 'out of warranty' repairs also, however the SP/DA or Customer shall bear shipment and repair costs.



Annexure 1

Warranty Repair Flow Chart

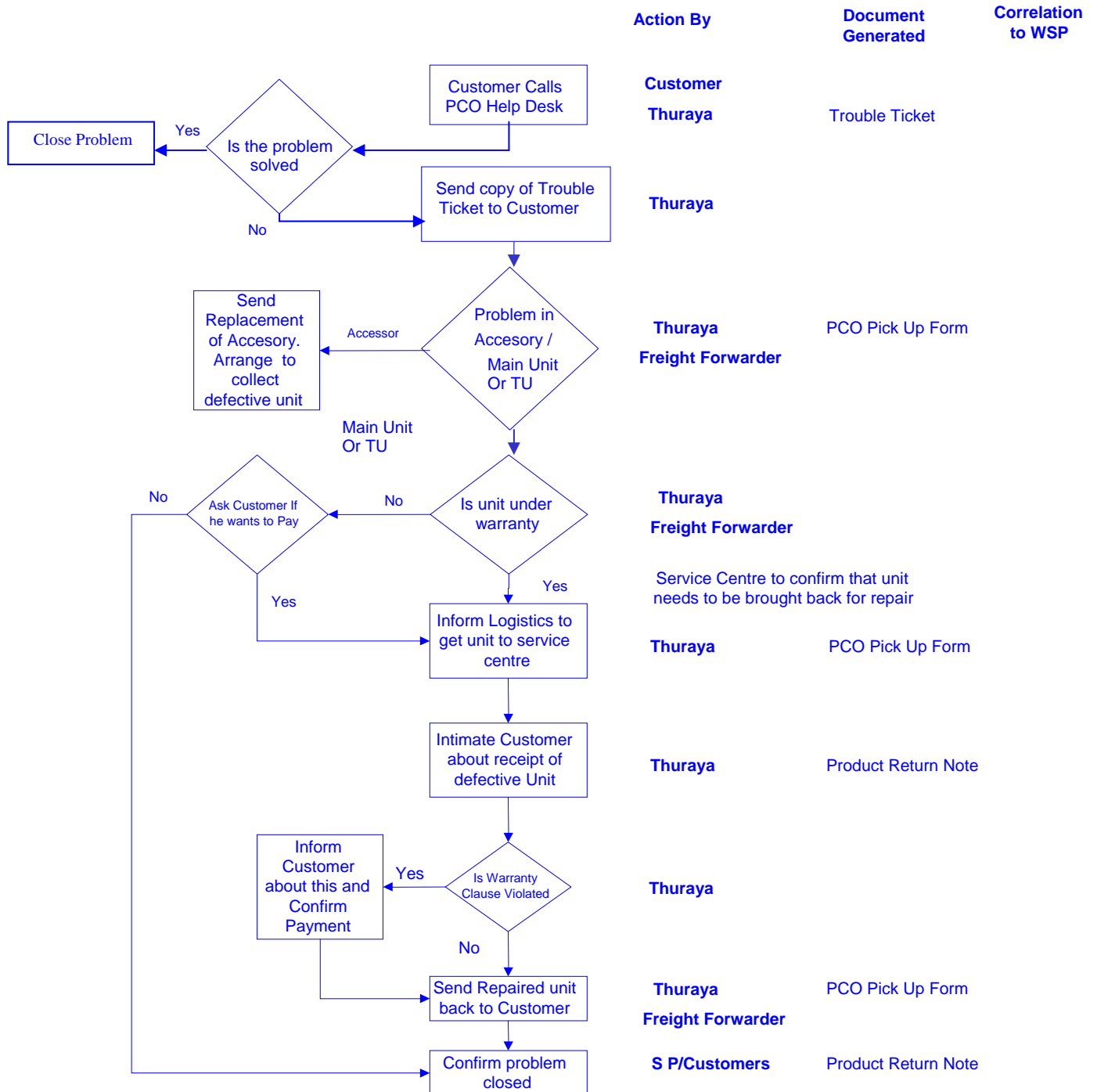
Return From Customer / Service Provider -  
'Out Of Box' Failure



WSP - Warrant Service Program  
TU - Transceiver Unit



## Return From SP / Customer As Defective



WSP - Warrant Service Program  
TU- Transceiver Unit



Annexure 2

**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  
 Transceiver 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	Product Box	<ul style="list-style-type: none"> <li>- Product Main Unit.</li> <li>- Booth Display Unit.</li> <li>- AC power adaptor.</li> <li>- Fuses.</li> <li>- Printer Paper Roll.</li> <li>- Set of Paper Clamps.</li> <li>- Printer Ribbon.</li> <li>- Cables with RJ11 Connectors.</li> <li>- External Battery Cable.</li> <li>- Quick Installation Guides.</li> <li>- Quick Trouble Shooting Guide.</li> <li>- Customer Manual.</li> </ul>			
2	Transceiver Unit	<ul style="list-style-type: none"> <li>- Transceiver Unit</li> <li>- Power Cable and Adaptor.</li> </ul>			
3	Sat Antenna	<ul style="list-style-type: none"> <li>- Satellite antenna with 15 meters cable.</li> <li>- Mounting accessories in poly bag.</li> </ul>			
4	GPS Antenna	<ul style="list-style-type: none"> <li>- GPS Antenna with 15 meter Cable in poly bag.</li> </ul>			

Received By:

Name:

Date:

Signature: \_\_\_\_\_



**Annexure 3**

**Trouble Ticket**

Trouble Ticket Number:

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

Call Received On : At:

Contact Number : Mail ID:

Contact Person :

Product Serial Number :

Transceiver Unit Serial Number :

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Date unit was purchased :

Under Warranty : Yes / No

Is warranty card available :  
(Proof of purchase)

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Nature Of Problem as explained by the SP / Customer

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Corrective Action Recommended to Customer

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**Serviced By:**