

## **AIRBORNE ENCLOSURE SATELLITE MODEM WARRANTY PROGRAM**

iDirect Government provides a standard warranty for 9-Series and Newtec Airborne Satellite Modems of 15 months from date of shipment from the warehouse to initial destination. The standard warranty repair or replacement turnaround is 60 days from receipt at the warranty center.

The extended warranty plan adds protection to the life of your 9-Series and Newtec Airborne Satellite Modems. You can extend your warranty beyond the included 15 months. Additionally, you have the option to reduce the RMA turnaround time from 60 days to 10 days.\*

### **Extended Warranty Offerings**

- Upgrade to Premium SLA – Reduce the standard SLA from 60 to 10 days for your included warranty period (if you do not require the same serial number back).\*
- One-year extension option – Extend your warranty end date by an additional 12 months.
- Multi-year options available but not to exceed total of 5 years of coverage.
- Available in Standard (60 day SLA) or Premium (10 day SLA). Only available on Modems that have not reached end-of-life.

### **Qualifying Satellite Modems**

#### **9-Series**

- 9800 AR
- 9800 AE
- 9800 AE+

#### **Newtec**

- AMC5001

### **Warranty Claim Process**

Upon receipt of a product with a valid RMA tracking number, provided by the iDirect Government TAC, the product will be evaluated within the plan's turnaround time after receipt (shipments within CONUS).



\* Available on the 9-Series only

## **SATELLITE MODEM EXTENDED WARRANTY PROGRAM**

iDirect Government provides a standard warranty for 9-Series and Newtec Satellite Modems from date of shipment from the warehouse to initial destination. The standard warranty repair or replacement turnaround is 30 days from receipt at the warranty center.

The extended warranty plan adds protection to the life of your 9-Series and Newtec Satellite Modems. You can extend your warranty beyond the included 15 months.

### **Extended Warranty Offerings**

- One-year extension option – Extend your warranty end date by an additional 12 months.
- Multi-year options available but not to exceed total of 5 years of coverage.
  - Up to four 1-year extended warranty plans may be purchased
- Only available on Modems that have not reached end-of-life.

### **Qualifying Satellite Modems**

#### **9-Series**

- 950mp
- 9050 OM
- 900
- 9350
- 980

#### **Newtec**

- MDM9000
- MDM6000
- M6100
- USS0212
- USS0202

### **Warranty Claim Process**

Upon receipt of a product with a valid RMA tracking number, provided by the iDirect Government TAC, the product will be evaluated within the plan's SLA period after receipt (shipments within CONUS).

