



Mobil Satellite  
Technologies

# Mobil Satellite Technologies / RF Mogul 1 Year plus Warranty

This warranty applies to all Mobil Satellite Technologies / RF Mogul Satellite Internet Systems and Components purchased after July 1, 2015

## First 90 Days (post installation)

1. Replacement of any defective component manufactured by Mobil Satellite Technologies / RF Mogul that was found to be a defect shipped from the factory. This includes paying technician fees *of up to \$150.00 USD*.
2. Ground shipping to and from the customer's location. All other methods of shipping will be the expense of the installing dealer or user.
3. Equipment damaged by the installer or user are not covered.
4. Travel time for service or repair is not covered.

## 91 to 366 Days (One Year) Parts and Labor of Mobil Satellite Technologies / RF Mogul component repair

1. Mobil Satellite Technologies / RF Mogul will exchange any defective component during this time period manufactured by Mobil Satellite Technologies / RF Mogul that was determined to be a defect shipped from the factory. Any item found to be damaged during or after installation will be charged back to the customer.
2. All labor or technician fees on the customer's vehicle including removal or re-installation of a Mobil Satellite Technologies / RF Mogul component will be at the expense of the customer.
3. All shipping charges are the sole responsibility of the customer. The customer will also assume the liability of the cost of components shipped outside the United States if loss of an item occurs.

## 366 days + (after warranty) Enhanced coverage

1. For all products manufactured by Mobil Satellite Technologies / RF Mogul and not covered under the terms of this warranty. Mobil Satellite Technologies / RF Mogul will offer ***exchange in advance parts*** (if available). For a ***predetermined fee*** based on the component Mobil Satellite Technologies / RF Mogul will exchange your defective part for a new or rebuilt part and ship it to you in advance of the return of your defective item. *Call Mobil Satellite Technologies / RF Mogul for more information.*
2. All labor or technician fees on the customer's vehicle including removal or re-installation of a Mobil Satellite Technologies / RF Mogul component will be at the expense of the customer.

## **Not covered under this warranty**

1. The physical installation of any Mobil Satellite Technologies / RF Mogul systems or components. The installing dealer or technician is an independent company not directly associated to RF Mogul. The Installing Dealer shall bear full responsibility for the entire installation process.
2. Cables and wiring. Any wiring supplied by Mobil Satellite Technologies / RF Mogul is covered under limited warranty. Damage to cable and wiring is often caused during the installation.
3. The **Feed Assembly** (includes waveguides), **LNB** (Low Noise Block Converter), and **BUC** (Block Up Converter) are not covered by RF Mogul. Although this item is shipped with the Antenna Mount, it is shipped as a convenience to the Installer and User and is not considered part of the Mobil Satellite Technologies / RF Mogul System. *Contact the Bandwidth provider or dealer for warranty on these components.*
4. The **Parabolic Antenna** is inspected and tested at Mobil Satellite Technologies / RF Mogul before shipping. It is packed according to the standards required by most shipping companies. If the Antenna has been received damaged or bent a claim should be made immediately with the shipper or forwarder. For any other defects in the Parabolic Antenna *contact the Bandwidth provider or dealer for warranty on these components.*
5. Mobil Satellite Technologies / RF Mogul does not cover expedited shipping charges. Mobil Satellite Technologies / RF Mogul will ship ground freight using common US Carriers at their discretion.

## **Shipping Information**

Mobil Satellite Technologies / RF Mogul LLC  
3604 S Via Terra Street  
Sal Lake City, UT 84115  
ATTN Internet Support  
PH: 801-895-3362