

## Warranties & Repairs

Satellite Phone Store has a variety of options for maintaining, servicing, and repairing satellite equipment for the individual owner, and corporate operations. The following services are available for both satellite phones, and modems.

### Maintenance Plans

Iridium	Keeps equipment up to date with firmware checks, and reflashes. Provides bench testing, and diagnosis. Also includes cleaning. *water damage cleaning is available but not guaranteed. These services are available at anytime throughout the term of the plan	\$60-1yr
BGAN		\$100-1yr \$180-2yr

### Additional Warranty & Service Plans

<p>This plan provides all the maintenance plan services as well as parts, service, and labor for repairs needed for the equipment. Some of the list of parts, services, and repairs include:</p> <ul style="list-style-type: none"> <li>○ Antenna</li> <li>○ Sim card reader/Sim latch door/MMI PCB</li> <li>○ LCD screen</li> <li>○ Front or Back Housing</li> <li>○ Data port</li> <li>○ Microphone</li> <li>○ Speaker</li> <li>○ Keypad Board</li> <li>○ Antenna Swivel Socket, and sensor</li> <li>○ Keypad</li> <li>○ Volume switch</li> <li>○ Capacitor</li> <li>○ Battery/Internal memory battery</li> </ul>	<p>\$250-1yr \$400-2yr \$550-3yr \$650-4yr \$750-5yr</p> <p>*This plan is currently for satellite phones only</p>
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### Repairs/RMA (out of warranty repairs/physical damage which voids manufacturer's warranty)

RMA	In Warranty Repair/replacement	\$0
Bench Test/Eval	Out of Warranty Repair/RMA Bench Test(includes reflash, and cleaning)	\$130
Level 1	Replacement of front/back housing, microphone, speaker, capacitor, keypad, or water damage cleaning	\$250
Level 2	Replacement of LCD, keypad board, antenna swivel socket/sensor, volume switch, sim card reader/latch door/MMI PCB, Data port	\$300
Level 3	Electronic component/PCI board repair. Resoldering of power jack, headset jack, or sim card readers	\$450

**\*Water Damaged Equipment-** If a unit is submerged/water damaged take the battery out as quickly as possible to prevent further damage to the main board. The longer the unit sits, the more corrosion sets in, so the equipment should be sent in for treatment as soon as possible. This process is not guaranteed. Any submerged unit will possibly need other parts replaced which would be added at that time.

**\*Standard Repair Rates-**Standard labor rates for repairs are \$130 per hour, and any parts needed are added to that cost.

**\*Out of Office Repairs-**Any out of office repairs will require travel expenses, lodging, or after hours/weekend rates.

**\*Additional Insurance-**As an additional benefit there are replacement equipment options for warranty and service plan customers. With this added option there is an additional cost on the annual price depending on the equipment owned. There is also a deductible for the replacement of the unrepairable equipment. Ask a service and repair tech for these options.

**\*BGAN Repairs-**For all BGAN repairs except for maintenance plan owners must call for support and estimate of repairs.

\*All repairs done through Satellite Phone Store are done in a thorough and professional manner. We do not represent any satellite communication network as a service and repair center. We are an independent agent.