

QUA6010: Warranty and Service Handbook	Revision: 02	Author: Multilink	Page 1 of 2
	Approval Date: 05/27/2025		

Warranty Statement:

MULTILINK warrants that the goods are free from any material defect in workmanship and materials under normal and proper usage for a period of **(one)** year from the **date of shipment by MULTILINK**. Purchaser acknowledges that no sample or model of the goods, nor any sales literature, proposals, projections, or engineering data regarding the goods are any part of the basis of the bargain between the parties. Purchaser has made, and relies solely upon, its own determination of the suitability, compatibility, performance, and uses of the goods, and acknowledges to MULTILINK that the Purchaser does not rely upon any oral or written representations or statements by MULTILINK regarding the goods, other than as expressly set forth in this Contract.

Disclaimer of Implied Warranties: IN ALL EVENTS, WITH RESPECT TO ALL GOODS SOLD, MULTILINK DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

Note: This document references sections of the terms and conditions of sale by Multilink and should only be used as a reference to the terms and conditions of sale by Multilink. All Specifications are subject to change without notice.

Warranty by Product:

PRODUCT	WARRANTY
TELECOMMUNICATIONS	
Broadband UPS – Power Supplies (Pro-Rated)	2 Year
Cabinets	3 Year Housing, 1 Year Optical Components
Fiber Distribution Units	3 Year Housing, 1 Year Optical Components
Fiber Optic Closures	3 Year Housing, 1 Year Optical Components
Patch and Splice Modules	1 Year
Architectural Raceway Molding	1 Year
Fiber Optic Duct	1 Year
Pedestals and Vaults	1 Year
Slack Storage	1 Year
Cable Identification Products	1 Year
Accessories and Maintenance	1 Year
DOT/ITS	
Traffic Power Solutions (Pro-Rated)	2 Year
EV/TaaS	2 Year
DOT Cabinets	3 Year Housing
Illuminated Street Signs (Pro-Rated)	5 Year
FIBER	
Fiber Connectivity	1 Year
Fiber Optic Assembly	1 Year
Fiber Optic Cable	1 Year
Fiber Optic Tool Kits	1 Year or Manufactured-Pass-Through
Splitters	1 Year or Manufactured-Pass-Through
THIRD PARTY MANUFACTURED PRODUCTS AND EQUIPMENT	
Products supplied by Multilink but not designed, branded, or Manufacturer's pass-through warranty as manufactured by Multilink.	Manufacturer's pass-through warranty, manufactured by Multilink as applicable

Technical Support:

North America Tel: +1 440 366 6966 Fax: +1 440 366 6802 Email: engsupport@gomultilink.com	Europe, Middle East & Africa Tel: +1 440 366 6966 Fax: +1 440 366 6802 Email: engsupport@gomultilink.com	Latin & South America Tel: +1 440 366 6966 Mobile: +1 440 366 6802 Email: lasupport@gomultilink.com
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Limited Extended Warranty: (Broadband UPS and Traffic Power Solutions ONLY)

The terms of the warranty can be extended by the purchase of a limited extended warranty (pro-rated) for Broadband UPS and Traffic Power Solutions only. Limited extended warranty (pro-rated) can be purchased at time of original purchase on a per year basis. Combined standard warranty and limited extended warranty may not exceed five (5) years. Please see below the calculation for the product warranty coverage per warranty year:

Product Sales Price x 10% (per year/per unit) = extended warranty coverage

Example: product sales price is **\$1225.65** for one unit

1 Year Extended Warranty 10% = $1225.65 \times 0.10 =$ **\$122.57**

2 Year Extended Warranty 20% = $1225.65 \times 0.20 =$ **\$245.13**

3 Year Extended Warranty 30% = $1225.65 \times 0.30 =$ **\$367.70**

4 Year Extended Warranty 40% = $1225.65 \times 0.40 =$ **\$490.26**

5 Year Extended Warranty 50% = $1225.65 \times 0.50 =$ **\$612.83**

Warranty Claim Procedure:

To initiate a warranty claim:

1. Please contact Multilink Customer Service to obtain a Return Material Authorization number.

Non-Warranty Return or Service Procedure:

Non-warranty returns or service is at the discretion of Multilink per the Terms and Conditions of Sale.

Non-warranty returns must be in original cartons, in resell able condition, and sent prepaid. (If merchandise was shipped to customer via UPS, it must be returned via UPS). All returns must be made within a 60-day limit and are subject to a 25% restocking charge (Special order and custom orders are non-refundable).

To initiate a non-warranty, return or service:

1. Please contact Multilink Customer Service to obtain a Return Material Authorization number.

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