

LIMITED WARRANTY

KANTRONICS CO., INC.
LIMITED WARRANTY
Effective January 1, 1997

To receive notice of future updates, new product information and prompt warranty service, please fill in the Kantronics Warranty Registration form **COMPLETELY** and return it along with a copy of proof of purchase (to establish purchase date) by any means to us (see our [Contact Us](#) page). Warranty Registration form and proof of purchase may be e-mailed to sales@kantronics.com.

NOTE: Return of the Warranty Registration form and proof of purchase is a pre-condition to warranty coverage.

1. **WARRANTY.** Kantronics warrants to the first consumer purchaser ("you"), for the Applicable Warranty Period (as described below), that the Applicable Product (as described below) will be free from defects in material and workmanship.
2. **REMEDY.** Kantronics agrees that, for any Applicable Product found by Kantronics to be in violation of the warranty of Section 1 hereof within the Applicable Warranty Period, it will, at its option, repair or replace the defective Applicable Product at no charge to you, excluding in-bound shipping charges.
3. **EXCLUSIVE REMEDY.** Repair or replacement of the Applicable Product, as provided herein, is the sole remedy available to you against Kantronics, and in no event will Kantronics be responsible for any other liability or damages or for incidental, special, or consequential damages, regardless of whether purported liability is predicated upon negligence, strict tort, contract, or other products liability theory and whether or not Kantronics is warned about the possibility of such liability or damages. **SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**
4. **DISCLAIMER.** This Limited Warranty is in lieu of all other warranties expressed or implied and no representative or person is authorized to assume for Kantronics any other liability in connection with the sale of its products. KANTRONICS SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE FOR ANY APPLICABLE PRODUCT. IF, HOWEVER, YOU ARE A CONSUMER WITHIN THE MEANING OF 15 U.S.C. 2301(3), THE ABOVE DISCLAIMER OF IMPLIED WARRANTIES IS EFFECTIVE ONLY FOR PERIODS OUTSIDE THE APPLICABLE WARRANTY PERIOD. **SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**
5. **APPLICABLE PRODUCTS AND PERIODS.** Kantronics products are of two types - (1) hardware units and (2) firmware and software for operation of these units, whether incorporated into the units themselves or separate from the units as

adjuncts or accessories to the units. Hardware units and the media containing firmware, software and documentation are sold to the consumer purchaser and become property of the purchaser. Firmware and software are licensed for use by the consumer purchaser in return for a fee included in the purchase price of the units and do not become the property of the consumer. (See separate License Agreement provided with these products). The products to which the warranty of Section 1 hereof applies (herein "Applicable Products") and the periods during which the warranty shall apply to such products (herein, "Applicable Warranty Period") are as follows:

Applicable Products:

UNITS:

KPC-3 Plus, KPC-9612 Plus, KAM XL, MT1200, MT1200G

Applicable Warranty Period: One (1) year from date of purchase.

MEDIA:

EPROMS, CDs, manuals (however bound), specification and other supplemental pages or any other media on which firmware, software or documentation are supplied

Applicable Warranty Period: Thirty (30) days from date of purchase.

6. **EXCLUSIONS.** This Limited Warranty does not apply to the cosmetic appearance of the Applicable Product; to broken or cracked cabinets; to any accessory not supplied by Kantronics which is used with the Applicable Product; to any product that has been subject to misuse abuse or overvoltage; to any product that has been modified by non-Kantronics personnel unless specifically authorized **in writing** by Kantronics; or to any product damaged or impaired by shipping (whether or not caused by poor packaging), neglect, accident, wiring not installed by Kantronics, improper parameter settings which are cleared by performing a hard reset, or use in violation of instructions furnished by Kantronics or of generally accepted industry practice. Kantronics does not warrant that the functions contained in any software will meet your requirements or achieve your intended results; or that operation of any software will be uninterrupted or error-free or without effect upon other software used with it. *Responsibility for the selection of the hardware and software program to achieve your intended results rests with you.*
7. **REMEDY PROCEDURE.** Should you need to make a warranty claim, first contact the dealer from whom you purchased the product. If the dealer is unable to assist you, [contact us](#) prior to returning an Applicable Product to receive a Return Authorization Number. (As a practical matter, problems can often be solved in such a manner without the product having to be returned to Kantronics for repair or replacement.)

Return of any Applicable Product for the enforcement of rights under this Limited Warranty shall be at your expense. Any product returned for warranty service, which Kantronics determines to be without defect or not covered by this Limited Warranty shall be subject to the minimum charge for labor and the product will be returned to you at your sole expense. Please note, no warranty service will be provided until Kantronics has been furnished with your Warranty Registration card and copy of proof of purchase establishing purchase date.

8. **NON-ASSIGNMENT.** This Limited Warranty is not assignable by you. Any attempt to assign or transfer any of the rights, duties, or obligations hereof is void.
9. **OTHER RIGHTS.** This Limited Warranty gives you specific legal rights and you may also have other rights, which vary from jurisdiction to jurisdiction.

Return/Repair Procedures

Important: Our repair statistics show that over 70 percent of the units returned for service do not, in fact, require any service. Therefore, we advise you to please double-check the following list of common, user-solvable, sources of difficulty before contacting Kantronics about returning your unit for service.

Check-List for Possible Problems

Should you encounter difficulty in getting your equipment to “talk” to your computer, please perform at least the following limited checks before calling or writing:

Carefully check your wiring connections to the 232 port.

If you purchased third-party cables, double-check to be sure that they conform to the Kantronics’ wiring instructions in this manual.

Verify your terminal baud.

It may be useful to perform a “Hard Reset”. (See Hard Reset section.) If service or repairs still appear necessary after you have checked the items listed above, it may be wise to call, fax, e-mail or write Kantronics to determine if the problem can be solved without returning the unit.

Return Procedures

When calling, report the product name and ask for the Service Department. Please have the following information available:

The unit name and serial number (the serial number is found on the bottom of the unit).

The firmware version number (the version number is displayed when you give the Version command).

If possible, you should have the unit and your computer available to perform troubleshooting operations when you call.

The Service Department telephone hours are 8:00 AM to 12:00 Noon and 1:00 PM to 5:00 PM Central Time, Monday through Friday. If you call outside these hours, the phone will just ring. The service department telephone is not connected to the main switchboard and the switchboard receptionist cannot transfer you to the service number. If lines are busy, you may wish to (and it may be faster to) contact service by fax, or e-mail. Service e-mail is checked twice per day. Before contacting us, please take the time to list out your problem fully and carefully.

When writing, faxing, or e-mailing Kantronics, include a clear description of the problem, unit name, firmware version, computer type, computer software used and if possible a list of current parameter values for your unit (as shown in a DISPLAY listing). Be sure to include a return fax number and/or e-mail address.

Returns to the factory for refund or exchange are strictly regulated. Any return for refund or exchange, must be approved by the service department.

Charges

Consult the limited warranty policy in this manual for the service provisions offered by Kantronics at no charge. This warranty is considered to be in force only when the customer has submitted his completed warranty registration within 10 days of purchase, and when the stipulations of the warranty have been met.

Violations of warranty clauses will automatically void the warranty and service or repairs will be charged to the owner.

Service outside the warranty will be charged at the cost of parts, labor, and return shipping. Units returned for service without a Return Authorization number will be subject to a minimum charge of ½ h labor plus shipping and handling.

If payment has not been previously arranged, repaired (or un-repairable) units may be returned via C.O.D.

These C.O.D. charges can be avoided by including your VISA or MasterCard number with your unit to be repaired. Shipping and repair may then be charged.

International Returns

- ◆ This section applies to international returns only, not to domestic returns.

In case of unit problems, first contact the dealer from whom you purchased the product. If you must return a Kantronics product to us, please observe the steps outlined below. It will save you, the customer, and Kantronics unnecessary difficulties and expense.

- All returns must be shipped to the factory.
- All expenses of returning items to Kantronics must be paid by you, including any duty/entry fees, whether the return is for warranty or non-warranty repair.
- Usually, the best way to return items to us is by mail. However, if you wish to use one of the courier services such as DHL, UPS Expedited, Federal Express, etc., be sure to use **DOOR-TO-DOOR** service. If you use one of these services, a commercial invoice may be required. Please check with your carrier before shipping.
- Include in the description of the items on the paperwork (whether postal or courier) the words:
“U.S. GOODS RETURNED FOR REPAIR/REPLACEMENT.”

Step 1. An additional description of “Amateur radio peripheral equipment”, or “Data communications equipment”, would be helpful. It would also be helpful (but not required) to include the code number 9801.00.1035 which tells U.S. Customs agents that the package contains “U.S. goods returned without improvement/enhancement”. However, if the words “U.S. goods returned for repair/replacement” are on the paperwork, the number is not really necessary.

- ◆ Provide a value for customs purposes. This is usually the value of the item(s) in their current condition. A \$0 value is not acceptable for U.S. Customs.
- ◆ Inside the package, with the item(s), include
 - a fax number and/or e-mail address (if available) in case we need to contact you
 - a correct and full address for return
 - method of payment to be used for any charges (if MasterCard or VISA, include expiration date)
 - a brief description of the problem
 - a reference to any conversations with the technical/sales staff about the problem
 - and the Return Authorization number assigned
- ◆ For warranty repairs, we will pay the shipping charges to return the item(s) to you via air parcel post. If you wish return by courier service, include your account number. To be eligible for repair under warranty, we must have a record that you sent your Warranty Registration and proof of purchase to Kantronics, and the item(s) must still be within the warranty period at the time the return is authorized.
- ◆ For non-warranty repairs, you must pay the return shipping charges.

Radio Frequency Interference Statement

Note 1: This equipment has been tested and found to comply with the limits for a Class B digital Device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

There is no guarantee that the interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced Radio/TV technician for help.

The user is cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The user

is also cautioned that any peripheral device installed with this equipment must be connected with a high-quality shielded cable to insure compliance with FCC limits.

Note 2: The shield of the cable, whether foil, braid, braid over foil, or double braid, must be properly terminated (connected) 360° to the connector. This is usually accomplished by the use of a metal or metalized plastic back shell, but may be implemented by direct contact, including soldering, with metal portion of connector. Experience has indicated that cable assemblies (with connectors) advertised as “shielded” are not necessarily terminated properly, if terminated at all. Check cable construction to be sure.

RFI Suppression

In moving to the world of digital communications via computers, a new dimension of RFI may be encountered. In spite of the equipment manufacturers' diligence, each new piece of electronic equipment will react differently in each separate environment. Every amateur station will have its own unique layout, equipment variation, and antenna installations. Experience has shown that these differences are related to the total RF environment, and may be causative factors in RFI induced problems. The suggestions given here may assist in resolving RFI problems you may encounter in your “unique” station.

- Use shielded cable for all connections between equipment.
- Make all interconnecting cables as short as practical. A balance should be maintained between cable length and equipment proximity. At times simply moving the video monitor one foot further from an interface or other device will solve a “screen hash” problem.
- Antenna runs should be kept away from equipment control lines and/or interconnecting cables. If it is necessary for such lines to cross each other they should do so at 90-degree angles.
- Ground leads should be as short as possible and go to a GOOD EARTH GROUND.
- Interconnecting cables appearing to act as radiators or antennas should be looped through a toroid. Be certain toroids, if used, are designed for the frequency in use.

FCC Declaration of Conformity:

NOTE: This equipment, Kantronics' KPC-3 Plus, has been tested and found to comply with the essential emission and immunity requirements of the EMC Directive FCC Title 47, Part 15, Subpart B. The test results are on file at the corporate offices of Kantronics.

Type of Equipment: Information Technology Equipment
Class of Equipment: Class B

CE Marking Considerations

The following cautions pertain to CE Marking of this product:

- All cables connecting to DC IN, PORT 1 (VHF), and COMPUTER must be < 3 m in length
- A cable for GPS or telemetry (control output or A/D input) connected to the COMPUTER port may be ≥ 3 m in length.
- All cables, except for the DC IN port, must be shielded with the shield properly terminated 360° to the connector. See note 2 in the RF Interference section
- The nominal 12 V dc power must be supplied from a CE marked or third party approved power brick (wall wart) or ac to dc power supply. If a homemade power supply is used the components making up the supply must meet IEC/EN standards for such components.