GeoSync Microwave
90 Davids Drive
Hauppauge, NY 11788
www.geosyncmicrowave.com

GeoSync Microwave
Service and Warranty

Service –

Your GeoSync Microwave (GeoSync) product is covered by the warranty briefly described as:

1. 3 years for indoor fixed units, 2 years for outdoor fixed units, and 90 days for mobile units.
2. GeoSync will pay the return shipping; you must pay for shipping to GeoSync.

Before returning your product for service, please follow these steps:

A. Review the installation and operation procedures in the operations and maintenance manual to insure that the service problem does not originate from an installation or setup issue.

B. If the problem requires service, visit www.geosyncmicrowave.com/service. From here you can request a Returned Material Authorization (RMA) number, which is required for service. This simple on-line form will ask for your unit's model and serial numbers, along with other general purchaser information. If internet access is unavailable or there is an urgent need to process services quickly please call (631) 760 5567 or email: service@geosyncmicrowave.com.

The RMA number, along with shipping instructions will be emailed to you. Any damages (direct, indirect, special or consequential) to the product Incurred during shipment to GeoSync Microwave or an authorized GeoSync Microwave service center is not covered under warranty. Products shipped to GeoSync Microwave or an authorized GeoSync Microwave service center must have transportation charges prepaid. Mark the RMA number on the outside of the package. If the product Is within its warranty period, enclose a copy of your sales receipt. Return the product for service using an insured carrier to the address given to you when you request the RMA.

Complete Warranty –

A. GeoSync Microwave (GeoSync) warrants the end-user customer, under customary use and service, that the product will be free from defects in material and workmanship for a period of three years for indoor equipment, two years for outdoor equipment measured from the time of shipment and ninety days for mobile equipment. This period shall be referred to as “The Standard Limited Warranty Period”.

All equipment returned for warranty repair must have a valid RMA number issued prior to return and be marked clearly on the return packaging. GeoSync strongly recommends all equipment be returned in its original packaging.

GeoSync does not warrant that the operation of any product will be uninterrupted or error free.

B. GeoSync’s obligation under this warranty is limited to replacing or repairing, at GeoSync’s option, free of charge except for certain freight charges as described herein, any defective part or parts of the equipment. If the equipment is found not to be defective in material or workmanship, or in the event the warranty claim is invalid because of failure to comply with the provisions herein, GeoSync shall notify the customer and shall only repair or replace the equipment parts at customer’s direction and expense.

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The warranty does not apply to any equipment that has been subject to misuse, alteration, negligence, accident, shipping damage, improper installation, or improper operation, or that in any way has been tampered with or repaired by any person other than an authorized GeoSync service organization or any employee thereof, or to any equipment whose serial number has been altered, defaced or removed. Equipment calibration is not included in the warranty.

C. GeoSync shall not be liable for any delay or failure to repair or furnish a replacement part, including but not limited to, delays resulting directly or indirectly from any governmental restriction, priority, or allocation, or any other governmental regulatory order or action, nor shall GeoSync be liable for damages (direct, indirect, or consequential) by reason of the failure of the equipment to perform properly.

The warranty does not cover replacement or repair necessitated by loss or damage from any cause beyond the control of GeoSync, such as lightning or other natural and weather related events or wartime environments.

The warranty does not cover any labor involved in the removal and or reinstallation of warranted equipment or parts on site, or any labor required to diagnose the necessity for repair or replacement.

GeoSync performed repairs shall be warranted from defective material and workmanship for NINETY (90) DAYS or until the end of the Standard Limited Warranty Period whichever is longer. GeoSync products may contain remanufactured parts, components, or materials equivalent to new in performance. Risk of loss or damage to Product returned to GeoSync for repair or replacement shall be borne by customer until delivery to GeoSync. Upon delivery of such product, GeoSync shall assume the risk of loss or damage until such time as the product being repaired or replaced is returned and delivered to customer. Customer shall pay all transportation costs for equipment shipped to GeoSync for repair or replacement. GeoSync shall pay all transportation costs associated with returning repaired or replaced product to customer.

D. GeoSync's warranty, as stated is in lieu of all other warranties, expressed, implied, or statutory, including those of merchantability and fitness for a particular purpose. The buyer shall pass on to any purchaser, lessee, or other user of GeoSync's products, the aforementioned warranty, and shall indemnify and hold harmless GeoSync from any claims or liability of such purchaser, lessee, or user based upon allegations that the buyer, its agents, or employees have made additional warranties or representations as to product preference or use.

The remedies provided herein are the buyer's sole and exclusive remedies. GeoSync shall not be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory.

All matters regarding this warranty shall be interpreted in accordance with laws of the State of New York.

GeoSync Microwave has a policy of continuous improvement. Specifications are subject to change without notice.

Authorized by: S. Phillips Date Approved: 9/8/2026
Position : President