



7100 Technology Dr.
West Melbourne, FL 32904
Customer Service Department
800-422-6281
Fax 321-953-7986

Warranty Claims Policy - BK

BK

RELM Wireless Corporation (RWC) will cover the following costs on warranty repair of BK radios which include, but are not limited to GPH, DPH, GMH, and DMH model radios. The warranty reimbursement to the certified warranty center for these radios is fifty dollars (\$50.00) plus cost of parts used for repair. Return of parts is required on any claims with parts valuing over twenty dollars (\$20.00) prior to payment of claim. Claims must be submitted within 30 days of completion of repair to the unit.

The following are items not covered under warranty:

- Cracked display screen with blackened LCD
- Sheared off channel switch
- Cosmetic repairs (i.e., scratched or dented cases)

If the warranty center is unsure whether something is covered under warranty or not they may contact RWC technical support Monday through Friday from 8:00 a.m. till 5:00 p.m. Est. at 800-422-6281.

Accessories are covered under a one year warranty only accessories include but, are not limited to:

- Batteries
- Chargers
- Speaker/Microphones
- Head sets

BK Date Code

Example:

0704123

07	04	123
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Year Week Number built in that week

All radios have a two year warranty from date of purchase.

RWC will be happy to verify whether a unit is under warranty. Customer must provide model number and serial number of unit.

Warranty Claims Policy - RELM

RELM



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RELM Wireless Corporation (RWC) will cover the following costs on warranty repair of RELM radios which include, but are not limited to RPU, RPV, RMU, and RMV model radios. The warranty reimbursement to the certified warranty center for these radios is forty dollars (\$40.00) plus cost of parts used for repair. Return of parts is required on any claims with parts valuing over twenty dollars (\$20.00) prior to payment of claim. Claims must be submitted within 30 days of completion of repair to the unit.

The following are items not covered under warranty:

- Cosmetic repairs (i.e., scratched or dented cases)

If the warranty center is unsure whether something is covered under warranty or not they may contact RWC technical support Monday through Friday from 8:00 a.m. till 5:00 p.m. Est. at 800-422-6281.

Accessories are covered under a one year warranty only accessories include, but are not limited to:

- Batteries
- Chargers
- Speaker/Microphone's
- Head set's

RELM Date Code

Example:

07323AA0721

07	323AA0721
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Year

All radios have a two year warranty from date of purchase.

RWC will be happy to verify whether a unit is under warranty. Customer must provide model number and serial number of unit.

Warranty Claims Policy



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Repeaters/Base Stations

Repeaters/Base Stations

At this time RELM Wireless Corporation is not authorizing any warranty repairs to be done by outside service centers.

All repeaters and base stations must come through the factory for repair.

We apologize for any inconvenience this may cause you or your customers.