

- A completed Return Authorisation form
- A copy of your Proof of Purchase (please keep your original copy)
- The faulty product, including all accessories.

Send the approved returns to: Oricom International Pty Ltd Locked Bag 658 South Windsor NSW 2756 Australia

Please note that this Express Warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the repaired or replaced faulty product to you.

Important Information

Repair Notice

Please be aware that the repair of your goods may result in the loss of any user-generated data (such as stored telephone numbers, text messages and contact information). Please ensure that you have made a copy of any data saved on your goods before sending for repair.

Please also be aware that goods presented for repair may be replaced by refurbished goods or parts of the same type rather than being repaired.

Contact Details for Oricom Support and Warranty claims in Australia

Oricom International Pty Ltd
Unit 1, 4 Sovereign Place
South Windsor, NSW 2756
Australia

Email: support@oricom.com.au
Phone: (02) 4574 8888 (Monday to Friday 8am to 6pm AEST)
Web: www.oricom.com.au
Fax: (02) 4574 8898

Contact details for Oricom Support and Warranty Claims in New Zealand

Email: support@oricom.co.nz
Phone: 0800 674 266
(Monday to Friday 10am to 8pm NZST)



MBL001 / MBL002

FITTING INSTRUCTIONS (For use with Oricom range of detachable antenna whips)

Choose a location:

- 1) Select an open mounting position, which will work to reduce the signal shadowing, and in turn, improve transmission range. The antenna should be mounted as far as possible from any metal structure, including vertical metal strips, cables, rods or railing.
- 2) When selecting a position, ensure that the cable routing and distance to radio are considered. It should also be considered that antenna whips will flex during motion, which will add stress to the bracket mounting point. A flat surface will aid in reducing any stress on the mounting bracket.
- 3) Ensure that the selected location is free of electrical wiring, or other hazard, before safely commencing the installation (as per below instruction).
- 4) An important consideration is the ability to fold down antenna bracket and whip, when not in use. Select a location where the desired fold down of antenna whip is suitable.

Installation:

- 1) Each marine bracket is supplied with a drilling template, located on the reverse side of the bracket packaging card. Locate the template, and in the desired location, use this template as your guide, drilling from the outside. Ensure that the antenna fold down position is considered before drilling a hole.
- 2) Each of the four securing holes can be drilled using a suitable 7mm drill bit.
- 3) If the desire is to have the coaxial cable passing through the base of the bracket, blind holes have been allocated for reference on the drilling template. It is recommended that a 9.5mm drill bit is used to remove the blind hole. The blind hole will also need to be removed from the antenna base, so using the 9.5mm drill bit, locate the matching hole, and remove.
- 4) Once holes are removed, antenna coaxial cable can be fed through the drilled hole on the base of the bracket, and through the hole drilled into the suitable boat location. Each bracket includes a split rubber grommet, which is designed to be wrapped around cable on underside of the base of the bracket, and securely pushed into place in drilled hole. This is to ensure that when the base is screwed into place, there is a seal of the gap between the cable and the base.
- 5) Each of the four affixing screws can now be tightened, but be careful not to over tighten which could damage the base or vessel. It is recommended that after 1 month of use, that the retention screws are tightened once more.
- 6) A neutral cure waterproof silicon sealant can be used around the base of the bracket, to ensure that the bracket is affixed and secure.
- 7) The antenna coaxial cable can now be installed to the radio.

Note: Each Oricom marine whip is factory pre-tuned and must not be altered in any way. It is not recommended to cut or alter the supplied coaxial cable in any way.

Express Warranty (Australia)

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369, Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as “Oricom”. Oricom products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Oricom warrants that the product is free from defects in materials or workmanship during the Express Warranty Period. This Express Warranty does not extend to any product from which the serial number has been removed or was purchased outside of Australia.

Nothing in this Express Warranty excludes, restricts or modifies any condition, warranty, guarantee, implied term, right or remedy pursuant to the Australian Consumer Law and which may not be so excluded, restricted or modified. For such conditions, terms, guarantees and warranties that cannot be excluded, restricted or modified, Oricom limits the remedies available to extent permitted in the relevant legislation.

The Express Warranty Period will be 12 months from the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving Express Warranty services.

You are entitled to a replacement product or repair of the product at our discretion according to the terms and conditions of this document if your product is found to be faulty within the Express Warranty Period. This Express Warranty extends to the original purchaser only and is not transferable.

Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer.

Express Warranty (Australia)

During the Express Warranty Period, Oricom will where possible repair and if not replace the faulty product or part thereof. All component parts removed under this Express Warranty become the property of Oricom.

In the unlikely event that your Oricom product has a recurring failure, Oricom may always, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.

No change to the conditions of this Express Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom.

Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:

1. failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;
2. wilful misconduct or deliberate misuse by you of the product;
3. any external cause beyond our control, including but not limited to power failure, lightning or over voltage; or
4. modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

How to make a claim under your Express Warranty in Australia

Oricom has a simple warranty process for you to follow:

- Please call or email our Customer Support Team, 02 4574 8888 or support@oricom.com.au.
- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email or fax a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the goods for warranty service.

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product. Products that are authorised to be returned to Oricom in Australia must include all of the following: