



# User Guide

## 80 Channel UHF CB Radio - Oricom UHF088

Keep this user guide for future reference. Always retain your proof of purchase in case of warranty service.

[www.oricom.com.au](http://www.oricom.com.au)

### **Why has the ACMA increased the number of available UHF CB channels?**

To provide additional channel capacity within the UHF CB Band the ACMA will over the next 5 years change the majority of the current wideband 40 channel use to narrowband 80 channel use.

During this time wideband channel use will be gradually phased out as users upgrade their existing radio's.

This means that the new Oricom narrowband radio you have purchased will have more channels than older wideband radios. Some of these channels are locked and cannot be used, (see the attached channel chart for more information).

### **When will this take place?**

Early in 2011 new AS/NZS Standards came into effect allowing operators to use additional narrowband channels and also use narrowband transmissions on some current wideband channels. This increased the number of channels up to 80, 75 of which are useable voice channels.

### **What issues may users experience during the transition phase?**

When a new narrowband radio receives a transmission from an older wideband radio the speech may sound loud and distorted – simply adjust your radio volume for the best listening performance. When an older wideband radio receives a signal from a new narrowband radio the speech may sound quieter - simply adjust your radio volume for best listening performance. When operating a narrowband radio or Channel 41 - 80 interference is possible from wideband radios transmitting on high power or on adjacent frequency.

The issues described above **are not a fault of the radio** but a consequence of mixed use of wideband and narrowband radios.

It is expected that as older wideband radios are removed from service that this issue will be resolved. Most radios in use will be narrowband eliminating this issue.

**This information is current at time of printing. For further up to date information please visit [www.acma.gov.au](http://www.acma.gov.au)**



This unit complies with all relevant Australian and New Zealand approval requirements AS/NZS 4365:2011

### **Need Help?**

If you need assistance setting up or using your Oricom product now or in the future, call Oricom Support.

Australia            1300 889 785  
[www.oricom.com.au](http://www.oricom.com.au)  
Mon-Fri 8am – 6pm AEST

New Zealand        0800 67 42 66  
[www.oricom.co.nz](http://www.oricom.co.nz)  
Mon-Fri 10am – 8pm NZST



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# Please read before installing or operating your Oricom Radio

The operation of your UHF radio in Australia and New Zealand is subject to conditions in the following licenses:

In Australia the ACMA Radio communications (Citizen Band Radio Stations) and in New Zealand by MED the General User Radio License for Citizen Band Radio.

## Safety Warning



### CAUTION

#### **Potentially Explosive Atmospheres**

Turn your radio OFF when in any area with a potentially explosive atmosphere. Sparks in such areas could cause an explosion or fire resulting in injury or even death.

**NOTE:** Areas with potentially explosive atmospheres are often, but not always clearly marked. They include fueling areas such as below deck on boats; fuel or chemical transfer or storage facilities; areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

#### **Blasting Caps and Areas**

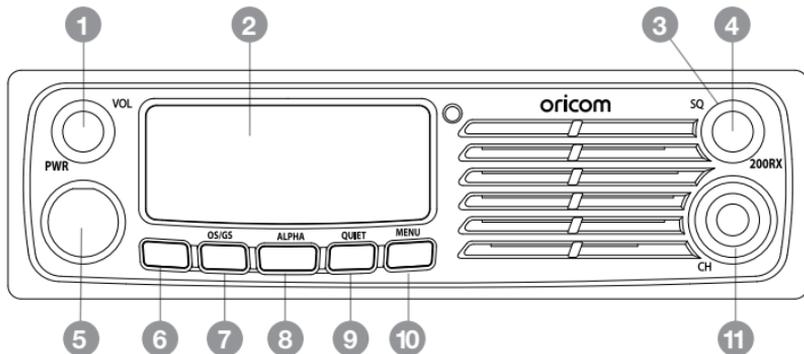
To avoid possible interference with blasting operations, turn your radio OFF near electrical blasting caps or in a “blasting area” or in areas posted: “Turn off two way radios.” Obey all signs and instructions.

#### **Electromagnetic Interference/Compatibility**

Nearly every electronic device is susceptible to electromagnetic interference (EMI). To avoid the possibility of electromagnetic interference and/or compatibility conflicts, turn off your radio in any location where posted notices instruct you to do so such as health care facilities.

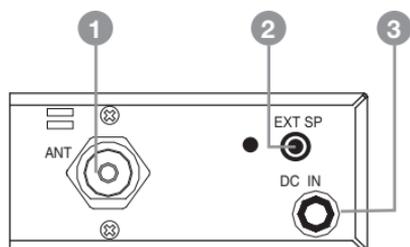
## Controls and Connectors

### Front View



1. Rotary On / Off Switch and Volume Control
2. LCD Display
3. Rotary squelch control
4. 60 Channel Rx Selector switch
5. Microphone connector
6. Menu, Call Button
7. P SC – Priority Scan, M SC – Memory Scan
8. PRI – Primary, EMG – Emergency Channel
9. DW – Dual Watch, MEM – Memory Skip
10. DPX – Duplex, CTCSS / DCS
11. Rotary Channel control

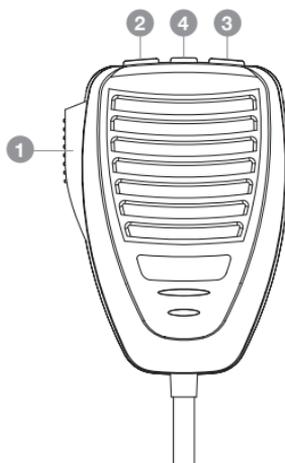
### Rear View



1. Antenna Connection
2. 3.5mm external jack for optional 8 ohm speaker
3. Power Supply Connection

### Microphone

1. Push to talk switch (PTT)
2. Select Up
3. Select Down
4. Instant Channel



## Box Contents

- 1 X UHF088 CB Radio
- 1 X Microphone
- 1 X DC Power cord with inline fuse
- 1 X Mounting bracket with mounting screws
- 1 X Microphone hanger
- 1 X DIN mounting kit
- 1 X User Guide



When installing your radio in your vehicle, check that during installation you do not damage any wiring or vehicle components that may be hidden around the mounting position.

For optimum performance your radio needs to be installed correctly. If you are unsure about how to install your radio, we suggest you have your radio professionally installed by a UHF specialist or Auto electrician. When installing the radio, avoid mounting it close to heaters or air conditioners. Never press the PTT or CALL button before connecting the antenna to the radio.

## Wiring Methods

There are two possible wiring configurations for connecting to the Vehicles power supply.

### **A. Radio stays ON when the ignition is switched OFF**

Connect the radio's negative (black) lead to the vehicle chassis, or directly to the batteries negative terminal.

Connect the radio's positive (red) lead via the 2 Amp fuse to the battery's positive terminal. Alternatively, the positive lead could be connected at the fuse box at a point that has +13.8 Volts continuously available (preferably the battery side of the ignition switch) via the 2 Amp fuse.

### **B. Radio turns OFF with the ignition switch**

Connect the radio's negative (black) lead to the vehicle's chassis, or directly to the batteries negative terminal.

The radio's positive (red) lead should connect to an accessory point in the vehicle's fuse box via the 2 Amp fuse.

### **Antenna information**

The antenna (not supplied) is of critical importance, to maximize your output power and receiver sensitivity.

A poorly installed, inferior quality antenna or one not designed for the correct frequency band will give poor performance. You should only purchase an antenna designed for the 477MHz frequency band.

### **Antenna installation**

1. Connect the antenna to the rear antenna socket using a PL259 coaxial connector (not supplied).
2. To obtain maximum performance from the radio, select a high quality antenna and mount it in a good location. **Never press the PTT or CALL button before connecting the antenna to the radio.**

### **Optional accessories**

If required you may install an external (8 ohm, max 5w power) speaker fitted with a 3.5mm plug (not supplied).

### **DC Power**

The UHF088 is designed for 13.8V DC negative earth installations only.

1. Connect the negative (Black) DC power lead to the vehicle chassis or directly to the vehicle battery negative terminal if preferred.
2. Connect the positive (Red) DC power lead via the in line fuse to a suitable point in the vehicle fuse box or directly to the positive battery terminal. When selecting a suitable point take into consideration if you want your UHF088 to be operational when the car ignition is off.

## Operation

### Dual Function buttons

The dual function button (buttons 7 to 13) have two functions.

To use the primary function (printed on the button) just press the button. To

use the secondary function (printed above the button)

press *and hold* the button for 2 seconds.

### Power ON / OFF

Rotate the power switch in a clockwise direction to turn the unit ON, adjust the volume to a comfortable level. Rotate the Power Switch counter clockwise until it click to turn off the power.

### Squelch

To adjust the level of squelch use the rotary **SQL** control. Turning the control clockwise reduces the amount of squelch, turning counter clockwise increase the amount of squelch. To reduce the signals that you can hear, increase the squelch, to hear more signals which may include weak signals decrease the squelch.

### To Select a Channel

To select a channel rotate the **CH** control clockwise or counter clockwise to the desired channel.

### Transmitting

**NOTE:** Before transmitting on any channel, listen to check the channel is not already in use.

### To Transmit

1. Select the channel you wish to use, please refer the Channel Reference at the end of this user guide for a list of available channels and their use.
2. Press the **PTT** switch on the Mic

**TIP:** To ensure your voice is transmitted with the best clarity hold the microphone 5 to 7 cm from your mouth, talk at a normal level, do not shout.

### CTCSS (Continuous Tone Coded Squelch System)

Your UHF088 has 38 CTCSS codes to minimise interference from other users. You will only hear transmissions from users using the same code.

#### To select a CTCSS code

1. Press the **CTCSS / DCS** button, **TSQ oF** will blink on the LCD display.
2. Turn the Channel control to select the desired CTCSS code.
3. Press the **CTCSS / DCS** button *twice* to return to standby.

## DCS (Digitally Coded Squelch)

Your UHF088 provides for 104 DCS codes. These are digitally coded squelch codes which provide additional privacy.

### To select a DCS code

1. Press the **CTCSS / DCS** button *twice*, **DCS oF** appears on the LCD display.
2. Rotate the **Channel** button or press **Up / Down**. Select on the Mic to select the desired DCS channel code.
3. Press the **CTCSS / DCS** button *once* to return to standby.

## Receive & Transmit Indicator

The LED indicator will illuminate green when the unit is receiving a signal, when transmitting it will illuminate red. When in standby the LED is out.

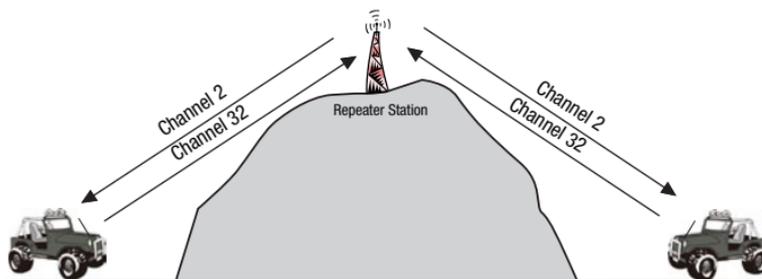
## Time Out Timer (ToT)

Australian and New Zealand standards require that if the PTT is pressed for more than 3 minutes the unit must stop transmitting. The UHF088 is set to stop transmitting after 2 minutes and 30 seconds of continuous transmitting. After that time the unit will stop transmitting and TOT will appear in the display to indicate that the ToT has activated.

### Duplex Operation

#### General

Your radio has a Repeater Access function to allow use of local Repeater stations (if available in your area). Repeaters are shared radio system installed by interested parties (clubs, local business etc.) that pick transmissions on specific channels and re-transmit (or repeat) the received signal to another channel.



The Repeater Access function can be set (from channel 1 to 8 and 41 to 48) used by local repeater stations. When activated, your radio will receive the Repeater on its specific channel (all repeater outputs are on channel 1 to 8 and 41 to 48) but transmits to the repeater channel 31 through to 38 and 71 through to 78.

e.g.

CH01 on Duplex mode will receive on CH01 but transmit on CH31

CH02 on Duplex mode will receive on CH01 but transmit on CH32.

CH and Number	Simplex mode Transmit/ receiver Frequency (MHz)	Duplex Mode transmit Frequency(MHz)
1	476.425	477.175 CH31
2	476.450	477.200 CH32
3	476.475	477.225 CH33
4	476.500	477.250 CH34
5	476.525	477.275 CH35
6	476.550	477.300 CH36
7	476.575	477.325 CH37
8	476.600	477.350 CH38
41	476.4375	477.1875 CH71
42	476.4625	477.2125 CH72
43	476.4875	477.2375 CH73
44	476.5125	477.2625 CH74
45	467.5375	477.2875 CH75
46	476.5625	477.3125 CH76
47	476.5875	477.3375 CH77
48	476.6125	477.3625 CH78

### To Turn Duplex (DPX) ON

1. Press *and hold* the **DPX** button for 2 seconds, **DPX** will appear on the LCD display.

### To Turn Duplex (DPX) OFF

1. Press *and hold* the **DPX** button for 2 seconds, the **DPX** will disappear from the LCD display.

**NOTE: For an up to date list of repeaters you can visit:**

<http://www.acma.gov.au>

### Emergency Channel (EMG)

The **EMG** button gives instant access to emergency channels 5 and 35.

#### To access the emergency channel

1. Press the **EMG** button, Channel 5 is selected and displayed on the LCD.
2. If you press the **EMG** button a 2nd time the channel changes to 35.
3. If you press the **EMG** button a 3rd time the unit returns to the original channel.

### Priority Channel (PRI)

You can select a priority channel which is used during scanning functions and can be accessed immediately via the **INS** button on the Microphone.

#### To Select the Primary Channel

1. Select the desired primary channel using the channel control, including any CTCSS or DCS code.
2. Press the **PRI** button on the unit or press *and hold* the **INS** button on the Microphone.

#### To switch to the primary Channel

1. Press the **INS** button on the Microphone.

### Dual Watch

Dual watch allows you to continually monitor two channels.

1. Select the first channel you wish to monitor using the **CH** control.
2. Press *and hold* **DW** for 2 seconds, **DW** appears on the display. Select the second channel you wish to monitor using the **CH** control.

When a transmission is heard on one of those channels the UHF088

will pause giving you time to reply back if you wish. Once you press the **PTT** switch the dual watch feature switches off.

## Memory Scan

Initially All 80 channels are stored in memory, indicated by **MEM** next to the channel on the LCD display. During a memory scan all channels in memory are scanned for a signal.

### To Remove or Add a channel to the memory

1. Select the channel you wish to add or remove from memory.
2. Press the **MEM** key to add or remove from memory, **MEM** will be displayed on the LCD if the channel is in memory.

### To start a Memory Scan

1. Press the **M SC** button, the scan will start, **M-SC** will be displayed on the LCD display.

### To stop a Memory Scan

1. Press the **M SC** button, the scan will stop, **M-SC** will disappear from the LCD display.

## Priority Scan

In a priority scan the selected priority channel is checked for every 5 memory channels.

### To Start a Priority Scan

1. Press the **P SC** button for 2 seconds, the priority scan will start, **P-SC** will be displayed on the LCD.

### To Stop a Priority Scan

1. Press the **P SC** button for 2 seconds, the Priority Scan will stop, **P-SC** will disappear from the LCD display.

### Menu Features

The **Menu** button allows you to make a number of configuration changes.

LIGHT	Select Hi or Lo LCD Backlight Brightness
COLOUR	Select Orange or Green LCD Backlight Colour
ROGER	Select roger beep ON or OFF
BEEPTONE	Select key beep sounds ON or OFF
CALL	Select call tone 1 to 5
BCL	Select Busy channel lock ON or OFF

**Note: Press the PTT switch at any time to return to standby**

### Light

You can reduce the brightness of the LCD backlight to be more comfortable while driving at night.

1. Press *and hold* the **MENU** button for 2 seconds, the display will show **Light**.
2. Rotate the **CH** control to select between Bright [**br**] and Dim [**di**].

### Color

You can select from two colour options for the LCD backlight. The two options are Orange and Green.

1. Press *and hold* the **MENU** button for 2 seconds, the display will show **Light**.
2. Press the **MENU** button again, the display will show **CoLor**
3. Rotate the **CH** control to to select between Orange and Green colours.

### Roger Beep

Roger beep emits a tone when you release the **PTT** switch.

1. Press *and hold* the **MENU** button for 2 seconds, the display will show **Light**

2. Press the **MENU** button again *two times*, the display will show **rogEr**
3. Rotate the **CH** control to select between roger beep ON or roger beep OFF. When roger beep is ON, the 🎵 note icon appears in the display.

## Beep Tone

The Beep Tone emits a tone when you press any of the buttons on the microphone (except the PTT switch).

1. Press *and hold* the **MENU** button for 2 seconds, the display will show **Light**
2. Press the **MENU** button again *three times*, the display will show **bEEP**
3. Rotate the **CH** control to select between beep tone ON or beep tone OFF. When roger beep is ON, the 🎵 note icon appears in the display.

## Call Tone

You can select from 5 call tones the tone that is emitted when the **Call** button is pressed.

1. Press *and hold* the **MENU** button for 2 seconds, the display will show **Light**
2. Press the **MENU** button again *four times*, the display will show **CALL-1**
3. Rotate the **CH** control to select between the 5 call tones.

## Squelch Delay Time

This is the time after the signal stops until the squelch mutes the audio.

It will be disabled when the scan function is selected.

The following delay times can be selected.

0F: No delay		
02: 0.2 of a second	06: 0.6 of a second	10: 1 second
14: 1.4 second	18: 1.8 second	22: 2.2 second

### Busy Channel Lock (BCL)

The BCL prevents you from accidentally transmitting while the channel is in use.

1. Press *and hold* the **MENU** button for 2 seconds, the display will show **Light**
2. Press the **MENU** button again *five times*, the display will show **bCL**
3. Rotate the **X** control to select between BCL ON and BCL OFF. When BCL is on the display will show **BCL**

### 60 Rx channels

The UHF088 has 60 receive only channels which can be programmed from 450MHz to 512MHz in steps of 12.5KHz.

#### To program a receive channel.

1. Press the **60Rx** button, the display will show channel **41** To select a different channel use the Channel control.
2. Press the **PRI** button, the **450** in the frequency display will start blinking, use the Channel control to select the desired MHz.
3. Press the **PRI** button, the **000** in the frequency display will start blinking, use the Channel control to select the desired KHz.
4. Press **MEM**, the frequency is stored to that channel.

### Factory Reset

Should it be necessary you can return all the UHF088 settings to the factory defaults to do this.

1. Switch the unit OFF.
2. Press *and hold* the **CALL** button.
3. While *still holding* the **CALL** button, turn the power switch to ON, this will reset the factory defaults.

## Channel Frequency Table

### Radiocommunications (Citizen Band Radio Stations) Class Licence 2002

No licence is required to own or operate this radio in Australia and New Zealand. The Radiocommunications (Citizen Band Radio Stations) Class Licence 2002 contains the technical parameters, operating requirements, conditions of licence and relevant standards for Citizen Band (CB) radios. CB radios must comply with the class licence for their use to be authorised under the class licence.

## UHF channels and frequencies

IMPORTANT NOTE: The operation of your UHF radio in Australia and New Zealand is subject to conditions in the following licenses:

In Australia the ACMA Radio communications (Citizen Band Radio Stations) and in New Zealand by MED the General User Radio License for Citizen Band Radio.

Channel		Tx	Rx	Channel		Tx	Rx
		Freq MHZ	Freq MHz			Freq MHz	Freq MHz
01*		476.4250	476.4250	21		476.9250	476.9250
	41*	-	476.4375		61‡	—	—
02*		476.4500	476.4500	22†		476.9500	476.9500
	42*	-	476.4625		62‡	—	—
03*		476.4750	476.4750	23†		476.9750	476.9750
	43*	-	476.4875		63‡	—	—
04*		476.5000	476.5000	24		477.0000	477.0000
	44*	-	476.5125		64	477.0125	477.0125
05*		476.5250	476.5250	25		477.0250	477.0250
	45*	-	476.5375		65	477.0375	477.0375
06*		476.5500	476.5500	26		477.0500	477.0500
	46*	-	476.5625		66	477.0625	477.0625
07*		476.5750	476.5750	27		477.0750	477.0750
	47*	-	476.5875		67	477.0875	477.0875
08*		476.6000	476.6000	28		477.1000	477.1000
	48*	-	476.6125		68	477.1125	477.1125
9		476.6250	476.6250	29		477.1250	477.1250
	49	476.6375	476.6375		69	477.1375	477.1375
10		476.6500	476.6500	30		477.1500	477.1500
	50	476.6625	476.6625		70	477.1625	477.1625
11		476.6750	476.6750	31*		477.1750	477.1750

## UHF channels and frequencies

	51	476.6875	476.6875		71*	477.1875	-
12		476.7000	476.7000	32*		477.2000	477.2000
	52	476.7125	476.7125		72*	477.2125	-
13		476.7250	476.7250	33*		477.2250	477.2250
	53	476.7375	476.7375		73*	477.2375	-
14		476.7500	476.7500	34*		477.2500	477.2500
	54	476.7625	476.7625		74*	477.2625	-
15		476.7750	476.7750	35*		477.2750	477.2750
	55	476.7875	476.7875		75*	477.2875	-
16		476.8000	476.8000	36*		477.3000	477.3000
	56	476.8125	476.8125		76*	477.3125	-
17		476.8250	476.8250	37*		477.3250	477.3250
	57	476.8375	476.8375		77*	477.3375	-
18		476.8500	476.8500	38*		477.3500	477.3500
	58	476.8625	476.8625		78*	477.3625	-
19		476.8750	476.8750	39		477.3750	477.3750
	59	476.8875	476.8875		79	477.3875	477.3875
20		476.9000	476.9000	40		477.4000	477.4000
	60	476.9125	476.9125		80	477.4125	477.4125

\* The primary use for these channels is repeater operation using 750 kHz offset. Channels 1-8 and 41-48 inclusive are used for mobile reception and channels 31-38 and 41-48 for mobile transmission.

† Speech telephony shall be inhibited on these channels.

‡ At the time of production Channels 61, 62 and 63 are guard channels and are not available for use.

Channel 5 and 35 (paired for Duplex repeaters) are reserved as emergency channels and should be used only in an emergency.

CTCSS and DCS will not operate on channels 5 and 35.

A list of currently authorised channels can be obtained from the ACMA website in Australia and the MED website in New Zealand. Channel 11 is a calling channel generally used to call others and channel 40 is the customary road vehicle channel.

Once contact is established on the calling channel, both stations should move to another unused "SIMPLEX" channel to allow others to use the calling channel.

Channels 22 and 23 are for Telemetry and Telecommand use, voice communications are not allowed on these channels by law.

Channel 9 and above are the best choices for general use in Simplex mode.

**38 CTCSS CODE LIST**

CODE	Frequency(Hz)	CODE	Frequency(Hz)
OFF	OFF	20	131.8
1	67.0	21	136.5
2	71.9	22	141.3
3	74.4	23	146.2
4	77.0	24	151.4
5	79.7	25	156.7
6	82.5	26	162.2
7	85.4	27	167.9
8	88.5	28	173.8
9	91.5	29	179.9
10	94.8	30	186.2
11	97.4	31	192.8
12	100.0	32	203.5
13	103.5	33	210.7
14	107.2	34	218.1
15	110.9	35	225.7
16	114.8	36	233.6
17	118.8	37	241.8
18	123.0	38	250.3
19	127.3		

## UHF088 Technical Specification

Compliance	AS/NZS 4365:2011
Frequency Range TX	476.425 - 477.4125MHz
Frequency Range RX	450 - 512MHz
Number of TX/RX Channels	75 UHF CB
Number user programmable of RX Only Channels	60
Channel Spacing TX/RX	12.5KHz
Operating modes	Simplex, Repeater TX offset (+750kHz)
Wideband scanner bands	450-512mHz
Scanning Speed	250 ms per channel
Antenna Impeadance	50 Ohms
Operating Volts Nominal	13.8 VDC
Operating Volts Range	10 - 15 VDC
Over Voltage Protection	Diode and voltage regulator
Over Current Protection	2 Amp fuse
Reverse Polarity Protection	Series Diode
Frequency Stability	+/- 5ppm
<b>Transmitter</b>	
RF Power Output	Nominal 5.0 Watts
Modulation	F3E (FM)
Maximum Deviation	2.5kHz
Spurious Emissions	< -30dBm
TX Audio pre-emphasis	+6dB per octave 300Hz to 3kHz
Audio Signal to Noise Ratio	> 35dB
Current Consumption during TX	1.6 Amps with 50 Ohm antenna termination

<b>Receiver</b>	
Circuit Type	Dual conversion superheterodyne
IF Frequencies	1st IF = 30.85MHz, 2nd IF = 450kHz
Current Consumption during RX	170mA
Sensitivity	< -123dBm for 12dB SINAD
Sensitivity Receive only channels	< -110dBm for 12dB SINAD
Selectivity	+/-3.75kHz min @ 3dB to +/-15kHz max @ 40dB
Intermodulation Immunity	> 70dB
Spurious Immunity	> 70dB
Audio Output Power	3 Watts Maximum
RX Audio Signal de-emphasis	-6dB per octave 300Hz to 3 kHz
Audio frequency response	300Hz to 3kHz
Dimensions	Transceiver 150 (d) x 180 (w) x 50 (h) mm (DIN Car Radio size)
Weight	approx 900g

### **Customer Support**

If you have any problems setting up or using this product you will find useful tips and information in the Troubleshooting section of this user guide as well as “Frequently Asked Questions” on our website [www.oricom.com.au](http://www.oricom.com.au).

If you have further questions about using the product after reviewing the resources above or would like to purchase replacement parts or accessories please call our Customer Support Team. Our dedicated local support team are more likely to be able to help you than the retailer where you made your purchase.

### **Important**

Please retain your purchase receipt and attach to the back page of this user guide as you will need to produce this if warranty service is required. Take a few moments to register your product online: [www.oricom.com.au](http://www.oricom.com.au).

## **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 5 years 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.

## Express Warranty

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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. 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, 1300 889 785 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:

- 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.



# ORICOM CUSTOMER SUPPORT

Oricom have a trained and dedicated team of Customer Support Representatives, each with the knowledge and resources to assist in answering your questions quickly and efficiently.

## **Oricom Support - Australia**

For all product enquiries, troubleshooting or to discuss the range of Oricom products, feel free to contact Oricom or visit our website for answers to frequently asked questions.

**1300 889 785**

Monday - Friday 8am – 6pm AEST

Email: [support@oricom.com.au](mailto:support@oricom.com.au)

[www.oricom.com.au](http://www.oricom.com.au)

## **Oricom Support - New Zealand**

**0800 674 266**

Monday - Friday 11am - 7pm NZST

Email: [support@oricom.co.nz](mailto:support@oricom.co.nz)

[www.oricom.co.nz](http://www.oricom.co.nz)

