



BearCom Extended Warranty Described

BearCom’s extended warranty plan is an optional plan, available in addition to BearCom’s standard commercial warranty, for select BearCom distributed two-way subscriber equipment. This plan is available for purchase at the time of an equipment order. Service performed under this plan consists of repair of the covered equipment as set forth in the terms and conditions herein. Service is provided by a designated BearCom facility. This plan is extended by BearCom, Inc. (“BearCom”) to the original purchaser or lessee only, and only to those purchasing or leasing for commercial, industrial, or public service use (“customer”). This plan is not assignable or transferable to any other party and applies within the fifty (50) United States and the District of Columbia.

Duration of Coverage

The duration of the plan varies by equipment model and may provide for up to three (3) years of coverage. The plan provides service coverage for one (1), two (2), or three (3) years beyond the commercial warranty, at a designated BearCom rate. The term of coverage begins on the first day after the commercial warranty expires and continues for the duration of the extended period as agreed.



BearCom: America’s Only Nationwide Wireless Dealer and Integrator!

★ Corporate Headquarters
● Branches

Call us today at any of our branch offices for assistance with any of your two-way radio needs:

ATLANTA, GA 800.417.6272	FT. LAUDERDALE, FL 800.731.2327	REDONDO BEACH, CA 800.750.7234
BIRMINGHAM, AL 800.242.8540	HOUSTON, TX 800.856.2022	ROUND ROCK, TX 877.213.4797
BOSTON, MA 877.301.2327	LAS VEGAS, NV 800.535.2489	SACRAMENTO, CA 866.612.2330
CHANTILLY, VA 800.955.0003	LOS ANGELES, CA 800.546.2327	SAN ANTONIO, TX 877.367.1979
CHICAGO, IL 800.900.2327	NASHVILLE, TN 877.454.2327	SAN DIEGO, CA 877.706.2327
CLEVELAND, OH 800.524.6686	NEW ORLEANS, LA 844.800.2327	SAN FRANCISCO, CA 800.953.2327
COLORADO SPRINGS, CO 844.267.2327	NEW YORK, NY & NJ 888.841.3600	SEATTLE, WA 800.313.2327
COLUMBUS, OH 800.782.5458	ONTARIO, CA 909.390.0460	ST. PAUL, MN 877.650.2327
COSTA MESA, CA 800.513.2660	ORLANDO, FL 877.640.2327	WASHINGTON, DC 877.895.2327
DALLAS, TX 800.449.6171	PHILADELPHIA, PA 877.319.2327	WHEELING, WV 800.999.3723
DENVER, CO 877.312.2327	PITTSBURGH, PA 800.999.3723	
DETROIT, MI 877.475.2327	PORTLAND, OR 888.371.2327	

For two-way radio services outside of the above areas, call 800.449.5695.

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BearCom Headquarters
P.O. Box 559001
Dallas, TX 75355



Everything you need to know about BearCom’s Extended Warranties!



Value. Simplicity. Performance.



Who We Are

Headquartered in Dallas, Texas, BearCom is America’s only nationwide wireless equipment dealer and integrator. We are well equipped to handle all of your wireless communications requirements, including sales, rentals, and service.

Thousands of commercial and government entities depend on BearCom to keep them connected—everywhere, all the time. Founded in 1981, BearCom serves customers from over 35 branch offices located throughout the U.S., and employs over 500 people.

Why Protect Your Investment with a BearCom Extended Warranty?

- *You save money on repairs made to equipment you rely on every day.*
- *Equipment kept in top condition lasts longer.*
- *There’s peace of mind in knowing BearCom has the largest and most efficient repair facility in the nation.*



Services Provided

If equipment covered by the plan fails to perform in accordance with the published specifications in effect at the time equipment was purchased, BearCom will repair the equipment at a designated BearCom service facility. Such action shall be the full extent of BearCom's liability under the plan. However, equipment damaged beyond repair will not be replaced by BearCom.

Under this plan, repair includes:

- *Testing and restoring the equipment to manufacturer's factory specifications.* Restoration, at BearCom's option, may include the replacement of parts or boards with functionally equivalent, reconditioned, or new parts or boards. Replaced parts, boards, or equipment are covered for the remaining time period of the plan. All replaced parts, boards, or equipment shall become the property of BearCom and will not be returned to the customer.
- *Reprogramming equipment to original operating parameters based on the customer template, if retrievable, or from a customersupplied backup diskette.* If the customer template is not retrievable, a generic template utilizing the latest radio programming software version for that equipment will be used.
- *Cleaning of external housing of the equipment.*

BearCom will pay the inbound shipping charges only if the customer uses the BearCom-designated delivery service. BearCom will pay for outbound shipping.

General Provisions

There are no warranties, express or implied, regarding BearCom Extended Warranties, including, without limitation to, implied warranties of merchant's ability and fitness for a particular purpose. Not withstanding any other provision, except for personal injury, BearCom's total liability for losses arising out of or related to this plan, whether for breach of contract, negligence, warranty, strict liability in tort, or otherwise, is limited to the price of twelve (12) months of service provided under the plan for the particular equipment covered. In no event, whether for breach of contract, warranty, or otherwise, will BearCom be liable for incidental, special, indirect, punitive, or consequential damages to the full extent such may be disclaimed by law, including, but not limited to, loss of profit or revenue, loss of use of the products or any associated equipment, loss of data, cost of capital, cost of substitute product(s), facilities, or services, or downtime costs, or for any claim against customer by any party except for money due upon an open account. No action shall be brought for any breach of these plans more than one (1) year after the accrual of such cause of action.

BearCom Extended Warranty Prices for Vertex Radios					
Portable Radios with 1-Year Standard Warranty					
Model Number	Year 1	Year 2	Year 2 & 3	Year 4	Year 4 & 5
BC90	✓	\$ 61	\$ 81	N/A	N/A
BC95	✓	\$ 61	\$ 81	N/A	N/A
BC250D	✓	\$ 39 or \$ 59*	\$ 59 or \$ 79**	N/A	N/A
Portable Radios with 3-Year Standard Warranty					
Model Number	Year 1	Year 2	Year 3	Year 4	Year 4 & 5
VX231	✓	✓	✓	N/A	\$ 81
VX261/VX264	✓	✓	✓	N/A	\$ 90
VX351	✓	✓	✓	N/A	\$ 81
VX354	✓	✓	✓	N/A	\$ 81
VX414/VX417	✓	✓	✓	N/A	\$ 90
VX424/VX427/VX451	✓	✓	✓	N/A	\$ 81
VX454/VX459	✓	✓	✓	N/A	\$ 90
EVX-S24	✓	✓	✓	N/A	\$ 81
VX510LB	✓	✓	✓	N/A	\$ 99
EVX531	✓	✓	✓	N/A	\$ 81
EVX534	✓	✓	✓	N/A	\$ 90
EVX539	✓	✓	✓	N/A	\$ 99
VX537	✓	✓	✓	N/A	\$ 81
VXD720	✓	✓	✓	N/A	\$ 90
VX821 / 871	✓	✓	✓	N/A	\$ 99
VX824 / 874	✓	✓	✓	N/A	\$ 99
VX829 / 879	✓	✓	✓	N/A	\$ 99
VX921 / 971	✓	✓	✓	N/A	\$ 99
VX924 / 974	✓	✓	✓	N/A	\$ 99
VX929 / 979	✓	✓	✓	N/A	\$ 99
Mobile Radios with 3-Year Standard Warranty					
Model Number	Year 1	Year 2	Year 3	Year 4	Year 4 & 5
VX2100	✓	✓	✓	N/A	\$ 90
VX2200	✓	✓	✓	N/A	\$ 99
EVX5300	✓	✓	✓	N/A	\$ 180
EVX5400	✓	✓	✓	N/A	\$ 180
VX4104	✓	✓	✓	N/A	\$ 90
VX4107	✓	✓	✓	N/A	\$ 90
VX4204	✓	✓	✓	N/A	\$ 90
VX4207	✓	✓	✓	N/A	\$ 90
VX4500	✓	✓	✓	N/A	\$ 180
VX4600	✓	✓	✓	N/A	\$ 180
VX5500	✓	✓	✓	N/A	\$ 180
VX7200	✓	✓	✓	N/A	\$ 180

Fields marked with a ✓ denote coverage by Vertex Standard's Standard Warranty.
Cancellation: The plan is paid in full at the time of purchase and is noncancelable and nonrefundable.
Special Offer: *1 Year Ext \$39 at Point-of-Sale, \$59 after POS
*2 Year Ext \$59 at Point-of-Sale, \$79 after POS

Equipment Excluded

Excluded equipment includes encryption, analog voice secure board (manufactured by Transcrypt), custom or special products, belt clips, optional accessories, non-standard mobile microphones, iDEN accessories, iDEN mobile microphones, portable remote speaker microphones, optional or additional control heads, mobile external speakers, single and multiple-unit portable chargers, batteries, mobile power and antenna cables, mobile antennas, portable antennas, power supplies, and radio manufacturer software, such as, but not limited to, Motorola Solutions, Vertex Standard, and Icom America. Equipment whose serial number has been removed or made illegible and will not power up also is excluded.

Services Excluded

- This plan does not cover defects, malfunctions, performance failures, or damages to the unit resulting from:
- Use in other than its normal and customary manner
 - Misuse, vandalism, accident, acts of God, or neglect
 - Defects or damage due to physical, chemical, or liquid damage
 - Improper disassembly, testing, operation, maintenance, installation, modification, adjustment, alteration, or repair

- This plan also excludes:
- Radio frequency coverage or range over which the equipment will transmit and receive signals
 - Upgrades and reprogramming
 - Local services or annual maintenance required for maintaining normal operation of the equipment
 - Scratches or cosmetic damage to equipment surfaces that do not affect operation
 - Inbound freight insurance charges for declared values in excess of \$100 on inbound shipments

General Terms

- If any court renders any portion of this plan unenforceable, the remaining terms will continue in full force and effect.
- This plan and the rights and duties of the parties will be governed and interpreted in accordance with the laws of the State of Texas.
- Failure to exercise any right will not operate as a waiver of that right, power, or privilege.
- Neither party is liable for delays or lack of performance resulting from any causes, such as strikes, material shortages, or acts of God that are beyond that party's reasonable control.
- These terms and conditions may not be altered, amended, or modified.
- Neither party will be bound by any terms contained in customer's purchase orders, acknowledgements, or other writings.