



Every SatFi™ satellite antenna is thoroughly inspected and QC (quality control) tested before leaving the factory, and is covered by the following minimum 2 years parts and labour RTB (return to base) warranty from the date of original purchase. An additional third year warranty is limited to systems installed by an approved SatFi Ltd dealer/installer and where a completed online warranty registration has been received. Details of approved installers and service centres can be found at www.satfi.co.uk.

2 plus 1 Warranty:

A visual inspection must be carried out upon receipt and any shortages/damage reported within 48 hours.

The customer is not responsible for the cost of replacement parts if the original part is determined to be defective under the terms of warranty. SatFi Ltd guarantees its SatFi satellite antennas against any material and/or construction faults and defects. The customer is responsible for the cost of any replacement parts after 2 years/plus 1. This warranty does not cover installation, external wiring and/or any additional un-associated hardware or accessories.

High quality compression/crimp F-Type connectors must be used for all external and internal RF connections. Warranty is void if TWIST-ON style F-Type connectors are used. We strongly recommend using Belden or Cablecon compression F-Type connectors.

You must register your antenna warranty online at www.satfi.co.uk/warranty within 30 days of purchase.

Should any faults develop during the warranty period please contact the original supplying dealer/installer or our Customer Services Department on 02392 247920 or email support@caclase.co.uk before the warranty period expires.

The following is excluded from the SatFi™ warranty:

The product has been abused, misused, improperly installed or improperly maintained.
The customer shall always be responsible for all damage caused through use and leisure vehicle transit.
The product has been installed without the use of the supplied mounting brackets, hardware and supplied cables.
Repairs that have been made or attempted by a third party other than an approved SatFi service centre.
Repairs that are required due to normal wear and tear.
Modifications that have been made to the product unless authorised in writing by SatFi Ltd.
The antenna unit, control box or control panel has been opened unless undertaken by SatFi service centre.
Damage caused by abrasive cleaning, vehicle wash or pressure washing.
Circumstances beyond the control of SatFi Ltd, including but not limited to line of sight blockage, outside satellite reception footprints, broadcast channel changes and frequency changes that can cause the product to no longer operate correctly.
Customer is not the original owner or cannot provide proof of purchase/installation.

In no event shall SatFi Ltd be liable for any indirect, incidental, or consequential damages from the sale or use of the product. This disclaimer applies both during and after the term of the warranty.

Standard warranty T&C's for carriage are:

The customer is responsible for requesting a RMA (Returns Material Authorisation) and the cost of returning the product, in appropriate packaging, to the supplying dealer or direct to SatFi Ltd.

SatFi Ltd will be responsible for the cost of return to the customer or dealer. This does not affect your statutory rights.

For additional information, please contact your supplying dealer or the manufacturer:

SatFi Ltd
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Waterberry Drive
Waterlooville
Hampshire
PO7 7XX
sales@satfi.co.uk
www.satfi.co.uk
02392 247920

2 + 1
YEAR WARRANTY

2 YEAR RTB WARRANTY
Additional third year
subject to terms and conditions