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<b>Subject:</b>	cnPilot™ e-Series Hardware Limited Lifetime Warranty and MSRP Changes		

**1. Notice:**

This notice covers two important changes related to the Cambium Networks cnPilot access point portfolio.

First, as discussed in a previous notice, due to a sustained component cost increase, the MSRP on selected cnPilot SKUs will change as described in the table in Section 2.

Second, we are introducing hardware Limited Lifetime Warranty (LLW) on the cnPilot enterprise portfolio. As a result of field-proven product reliability and stability, Cambium Networks is announcing new extended hardware warranty support for both Indoor and Outdoor access points in the cnPilot portfolio.

The product matrix is shown in Section 3. In summary, the cnPilot enterprise Indoor access points will be extended a 5-year hardware LLW, aligning with the recently announced cnMatrix™ switching portfolio. In addition, the enterprise Outdoor cnPilot portfolio will be extended a 3-year hardware LLW.

With this industry-leading warranty plan, we anticipate that our customers can focus on growing their business, deploying, and expanding their network while having the peace of mind and confidence in their cnPilot products.

The updated warranty program will take effect on relevant cnPilot products shipping to end customers on or after February 1, 2019. The process to claim warranty will remain unchanged. The Cambium support team will validate product ship date and exercise discretion to allow for time in shipment.

Cambium Networks encourages network operators to register their cnPilot products on cnMaestro™ Cloud (<https://cloud.cambiumnetworks.com/index.html>) to accelerate the claims process. Note: cnMaestro need not be used for general management of the network in question in order to register the cnPilot device.

**MDP pricing will be affected by the respective MSRP price changes. Partner should adhere to the new MDP pricing from February 1, 2019.**

**Effective Date:** February 1, 2019

## 2. Part Numbers Affected:

Part Number	Description	Current MSRP (USD)	New MSRP (USD)	Effective Date
PL-E410X00A-US	cnPilot E410 Indoor (FCC) 802.11ac wave 2, 2x2, AP	\$195	\$225	February 1, 2019
PL-E410X00A-EU	cnPilot E410 Indoor (EU) 802.11ac wave 2, 2x2, AP	\$195	\$225	February 1, 2019
PL-E410X00A-RW	cnPilot E410 Indoor (ROW) 802.11ac wave 2, 2x2, AP	\$195	\$225	February 1, 2019
PL-E410PUSA-US	cnPilot E410 Indoor (FCC, US cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PEUA-EU	cnPilot E410 Indoor (EU, EU cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PXXA-RW	cnPilot E410 Indoor (ROW, No cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PEUA-RW	cnPilot E410 Indoor (ROW with EU cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PUKA-EU	cnPilot E410 (EU with UK country cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PUKA-RW	cnPilot E410 (ROW with UK country cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PUSA-RW	cnPilot E410 (ROW with US country cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PINA-RW	cnPilot E410 (ROW with India country cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PCNA-RW	cnPilot E410 (ROW with China country cord) 802.11ac Wave 2, 2x2, AP with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PANA-RW	cnPilot E410 (ROW with AUS/NZ cord) 802.11ac Wave 2, 2x2, with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PBRA-RW	cnPilot E410 (ROW with Brazil cord) 802.11ac Wave 2, 2x2, with PoE Injector	\$220	\$255	February 1, 2019
PL-E410PARA-RW	cnPilot E410 (ROW with Argentina cord) Wave 2, 2x2, 802.11ac with PoE Injector	\$220	\$255	February 1, 2019
PL-E600X00A-US	cnPilot E600 Indoor (FCC) 802.11ac wave 2, 4x4, AP	\$325	\$375	February 1, 2019
PL-E600X00A-EU	cnPilot E600 Indoor (EU) 802.11ac wave 2, 4x4, AP	\$325	\$375	February 1, 2019
PL-E600X00A-RW	cnPilot E600 Indoor (ROW) 802.11ac wave 2, 4x4, AP	\$325	\$375	February 1, 2019
PL-E600PUSA-US	cnPilot E600 Indoor (FCC, US cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PEUA-EU	cnPilot E600 Indoor (EU, EU cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PXXA-RW	cnPilot E600 Indoor (ROW, No cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PEUA-RW	cnPilot E600 Indoor (ROW with EU cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PUKA-EU	cnPilot E600 (EU with UK country cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PUKA-RW	cnPilot E600 (ROW with UK country cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PUSA-RW	cnPilot E600 (ROW with US country cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PINA-RW	cnPilot E600 (ROW with India country cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019

Part Number	Description	Current MSRP (USD)	New MSRP (USD)	Effective Date
PL-E600PCNA-RW	cnPilot E600 (ROW with China country cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PANA-RW	cnPilot E600 (ROW with AUS/NZ cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PBRA-RW	cnPilot E600 (ROW with Brazil cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E600PARA-RW	cnPilot E600 (ROW with Argentina cord) 802.11ac Wave 2, 4x4, AP with PoE Injector	\$345	\$395	February 1, 2019
PL-E500NPSA-RW	E500 (ROW with No PoE injector) Outdoor 2x2 Integrated Gigabit 11ac access point	\$435	\$480	February 1, 2019
PL-E500INTA-US	E500 (FCC) Outdoor 2x2 Integrated Gigabit 11ac access point with PoE Injector	\$450	\$495	February 1, 2019
PL-E500INTA-EU	E500 (EU) Outdoor 2x2 Integrated Gigabit 11ac access point with PoE Injector	\$450	\$495	February 1, 2019
PL-E500UKCA-EU	E500 (EU with UK country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500INTA-RW	E500 (ROW) Outdoor 2x2 Integrated 11ac access point with PoE Injector, No country cord	\$450	\$495	February 1, 2019
PL-E500EUCA-RW	E500 (ROW with EU country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500UKCA-RW	E500 (ROW with UK country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500USCA-RW	E500 (ROW with US country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500INCA-RW	E500 (ROW with India country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500CNCA-RW	E500 (ROW with China country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500ANCA-RW	E500 (ROW with Aus/NZ country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500BRCA-RW	E500 (ROW with Brazil country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019
PL-E500ARCA-RW	E500 (ROW with Argentina country cord) Outdoor 2x2 Integrated 11ac AP with PoE Injector	\$450	\$495	February 1, 2019

### 3. Changes to Product Hardware Warranty:

Hardware Limited Lifetime Hardware Warranty (LLW) will be extended to cnPilot enterprise Indoor and Outdoor 802.11 enterprise access points. The LLW is effective on relevant access point sold on or after February 1, 2019.

**Definition:** Limited Lifetime Hardware Warranty provides hardware warranty repair services starting from the date of purchase. Please refer to the matrix below for the definition of LLW based on the product usage. (See chart next page.)

Product Family	Class	Hardware Warranty Period
R190W	Home	1-year
R190V	Home	1-year
R200P	Home	1-year
R201	Home	1-year
R201P	Home	1-year
e430h	Indoor	LLW*
e410	Indoor	LLW*
e600	Indoor	LLW*
e500	Outdoor	LLW**
e501	Outdoor	LLW**
e502	Outdoor	LLW**
e700	Outdoor	LLW**

\*LLW for Indoor enterprise access points is defined as 5 years from date of purchase.

\*\*LLW for Outdoor enterprise access points is defined as 3 years from date of purchase.

#### 4. FAQ:

<b>Q.</b>	<b>I have ordered products in December 2018 and expect shipment in late January 2019. Does that qualify for the revised warranty?</b>
A.	No, only products that ship to customers starting February 1, 2019, qualify.
<b>Q.</b>	<b>I have ordered products in December 2018 and expect shipment in early February 2019. Does that qualify for 3-year warranty?</b>
A.	Yes.
<b>Q.</b>	<b>Who is responsible for proving the purchase date of a cnPilot device for which a warranty claim is being made?</b>
A.	It is the responsibility of the network operator to provide the purchase date of the specific device as identified by the serial number. An efficient method to doing so is registering the PMP devices on cnMaestro upon receipt.
<b>Q</b>	<b>How will quotes associated with active Price Exceptions be managed?</b>
A	Please contact your Cambium Networks representative to manage all active commercial agreements, price exceptions, deal registrations, etc.

#### 5. Reference Material on the Web:

Cambium Networks Website: [www.cambiumnetworks.com](http://www.cambiumnetworks.com)

Cambium ConnectedPartner portal: <https://channel.cambiumnetworks.com/>

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