



Customer Caused Failure (CCF) Definitions

Overview

This document provides definitions on Customer Caused Failures (CCF) for Kyocera Wireless Corp. (KWC) products. KWC uses this criteria to determine warranty eligibility. It is the Authorized Service Center's (ASC) responsibility to implement this criteria to prevent unqualified returns.



Note:

As a general rule, physical and environmental damage to the handset is not covered under warranty. However, handset housing surface scratches and normal wear and tear do not void the warranty.

Handsets that are returned to an ASC for qualified warranty work that are found to have other non-warranty/non-related failures, may have the non-warranty failures fixed by the ASC at the enduser's cost. The ASC is responsible for guaranteeing their out of warranty work. The handset's original consumer warranty shall remain enforced. The guarantee of repair for handsets deemed out of warranty, but repaired by the ASC, becomes the responsibility of the ASC.

Customer Caused Failures (CCF) Definitions

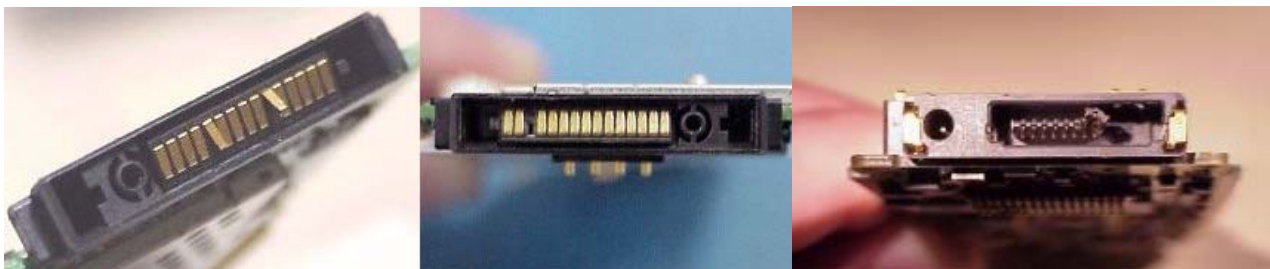
The following are definitions in relation to the KWC Consumer Limited Warranty, located on the last pages of this document and provided inside a consumer handset kit.

Housings/Cosmetic Criteria – Physical Damage

Housings that display cracks, chips, or dents are not covered under warranty unless there is a manufacturing defect acknowledged by KWC. In addition, housings that have been altered or painted are not covered under warranty. KWC reserves the right to determine what damage is covered under warranty.

Data Port or Connector – Physical Damage

Any damage to the solder joints, broken pads, missing pads, bent pins, missing pins, broken DC jack pin, or severely scratched pads, are not covered under warranty.

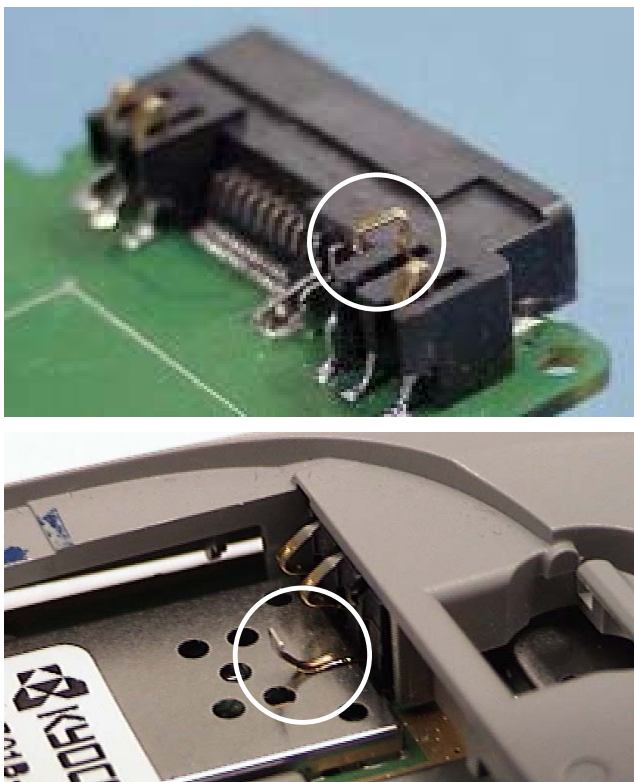


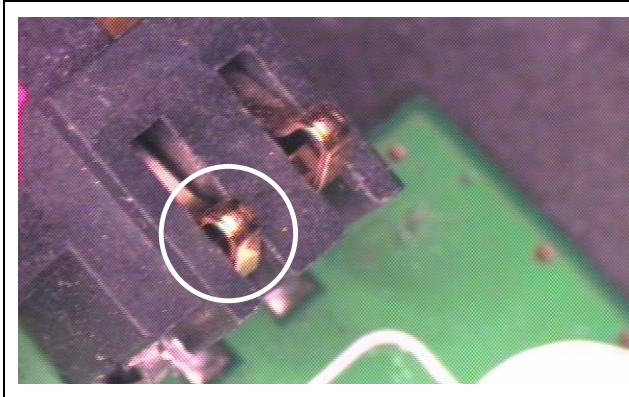
	<p>FYI Note: DC pins become damaged/broken/missing when the end user attempts to insert the incorrect accessory into the charging port.</p>
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LCD – Physical Damage

	<p>Out of Warranty</p> <p>Any cracks, breaks, or discoloration of the LCD is not covered under warranty.</p>
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Battery Contact – Physical Damage

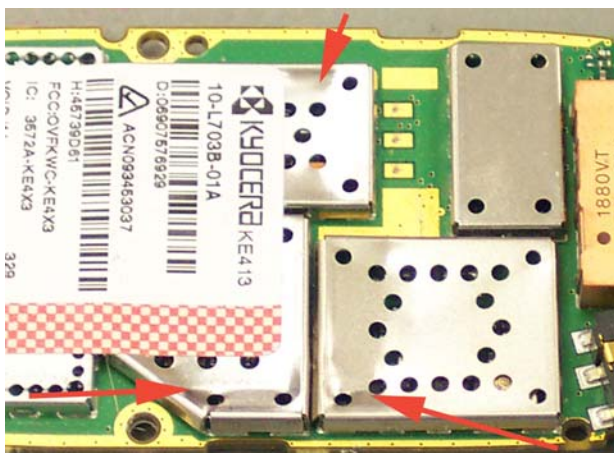
	<p>Out of Warranty</p> <ol style="list-style-type: none">1. Interior battery contacts or pads that are lifted, cracked, corroded, broken, or missing are not covered under warranty. Damage to solder joints and external battery contacts are not covered under warranty.2. If any of the pins are broken, missing or one side of the pins is detached from the connector, it is considered customer damage.
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In Warranty

3. Non Customer Caused Failure, the battery contacts are slightly bent.

Shield Can – Physical Damage

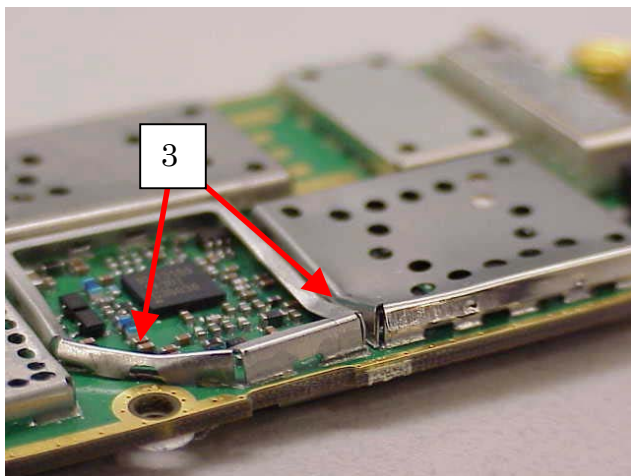


In Warranty

1. Minor scratches, bends or dents in cans are acceptable. Handset should continue through repair process to fix unrelated reported failure.

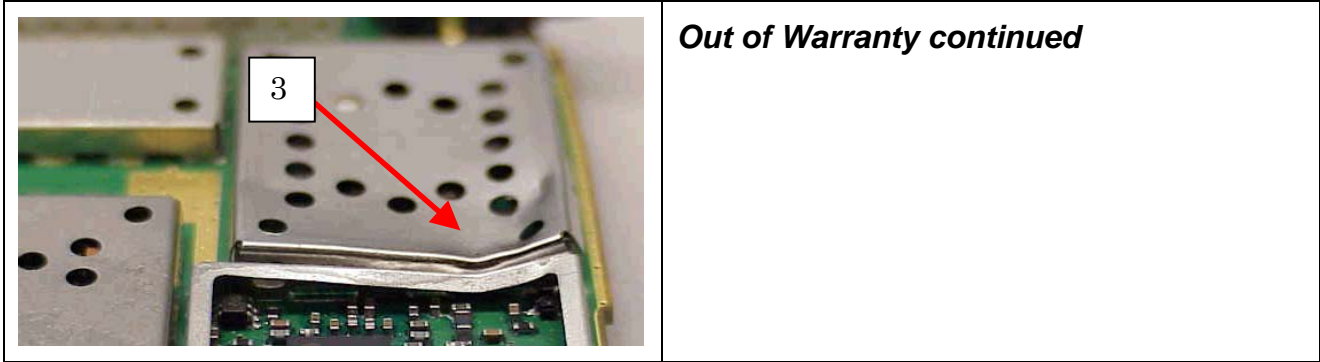
! IMPORTANT!

If handset continues through repair and failure is determined to be caused by either the dent can making contact with underlying components or the physical trauma that caused the dent, then phone is deemed out of warranty.

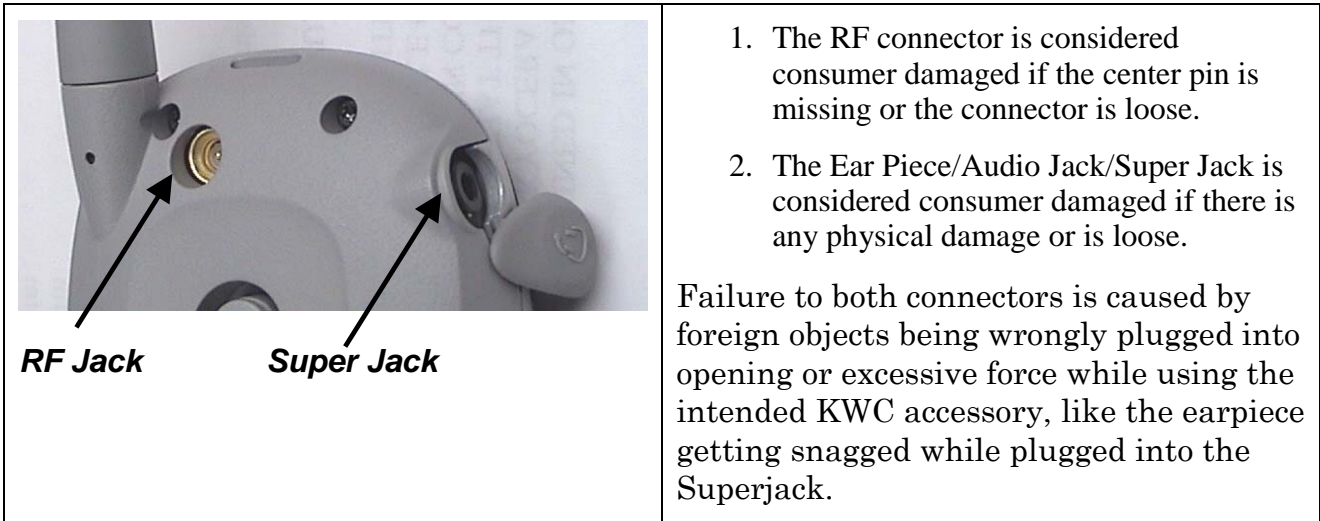


Out of Warranty

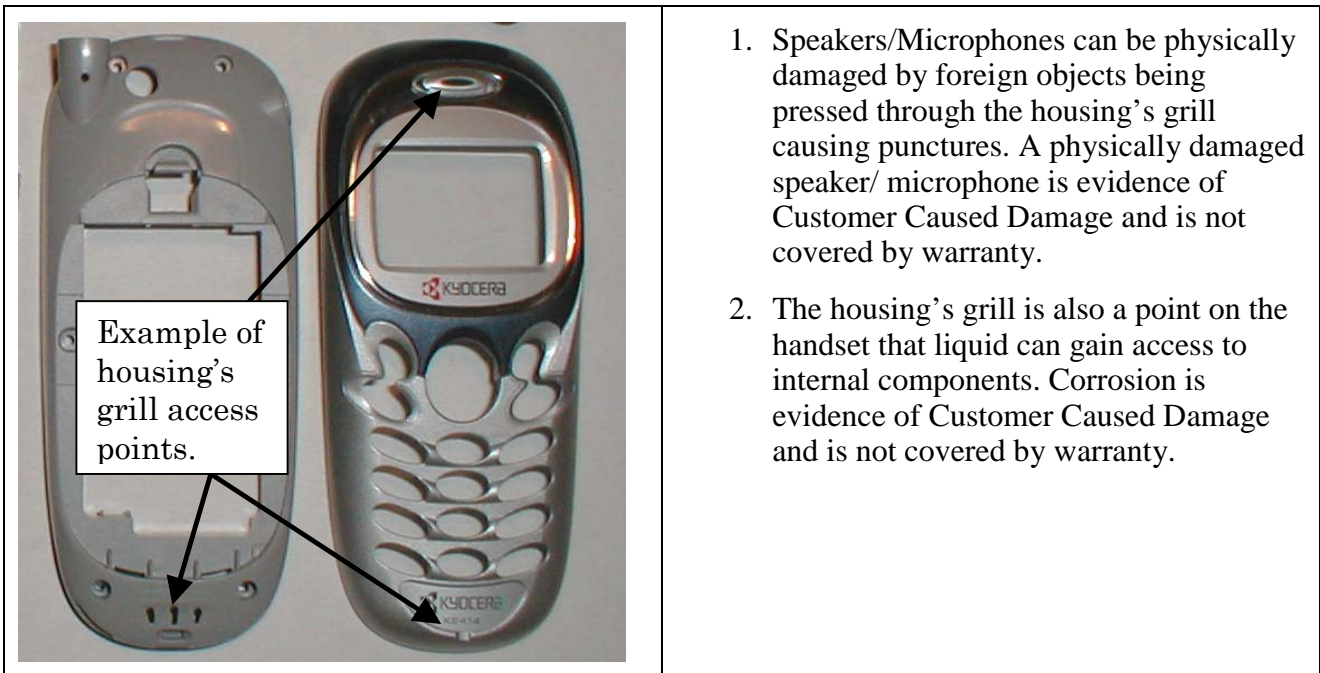
2. Excessive damage, holes and prying marks in cans are evidence of Customer Caused Damage and phone is deemed out of warranty.
3. Bent Frames are evidence of Customer Caused Damage and phone is deemed out of warranty.



RF Connector, Ear Piece/Audio Jack – Physical Damage



Speaker and Microphone – Physical Damage



Environmental/Water Damage

Most KWC platforms are equipped with ESN labels that contain liquid sensing material that smears/puffs with detection of liquid contamination. Upon receiving a failed or intermittent working phone from a customer, the technician/store representative should remove the battery cover and battery to inspect the ESN label.



Note:

Handsets returned without a red and white liquid evident checkerboard, which were originally shipped with one, will be deemed out of warranty due to customer tampering.

	<p>Original Appearance</p>	<p>1. Label in original state will appear smooth with a red and white checker board.</p>
	<p>In Warranty</p>	<p>Falsely Triggered Label</p> <p>2. Humid conditions may cause slight bleeding of red ink.</p>
	<p>Out of Warranty</p>	<p>Triggered Labels</p> <p>3. When the label has been in contact with liquid, the red and white checker boxes will:</p> <ul style="list-style-type: none"> A. Bleed/smear and become puffy. B. Bleed/smear and the material may be washed away.

Additional Liquid Evident Label

<p>In Warranty</p>	<p>Out of Warranty</p>	<p>Dot and Square Labels</p> <p>1. Some KWC handsets use a dot or square liquid evident label located on the battery or under the faceplate. It will turn red when activated, indicating contact with liquid.</p>
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If liquid damage is suspected by visual inspection of either the liquid evident material on the ESN label or the liquid evident dot and/or square labels, the technician/store representative should inspect for other signs of environmental damage to the phone. This includes checking the data port for corrosion and the lens for haze/moisture.


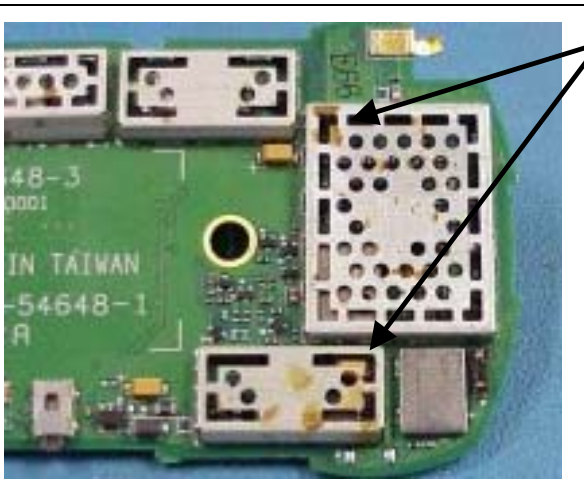


IMPORTANT!

Handsets returned with a triggered label will be rejected at Receiving and returned to customer.

If applicable, the representative should perform a functional test to troubleshoot for the cause of failure and may try a new battery, software re-flash, and external power to the phone.

CCA – Environmental Damage

	<p>If visible white, blue, or green corrosion is found on the CCA and its components or connectors, the handset is not covered under warranty.</p>
	<p>Surface indication of water damage.</p>

Data Port or Connector – Environmental Damage

With few exceptions, signs of excessive contamination, corrosion (i.e., rust or a green, blue, or white deposit) on the data port or connector is not covered under warranty.

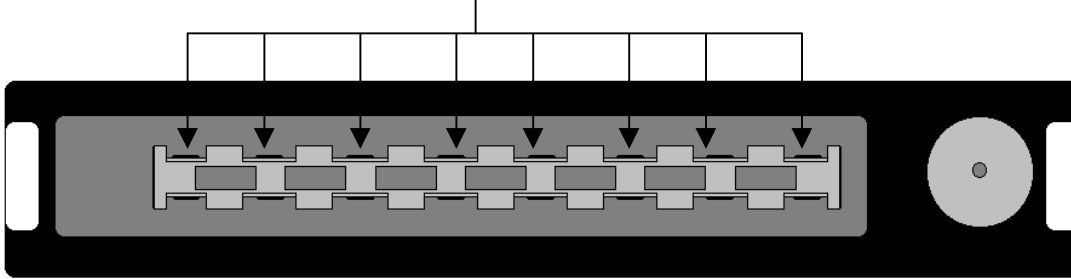
! IMPORTANT!

For diagnosis of pin tip corrosion to be valid, there must be no moisture damage evidence found elsewhere on the phone. Without the associated signs of corrosion found elsewhere (water label or other exposed parts) on the handset, the phone is not deemed out-of-warranty.

! IMPORTANT!

KWC utilizes a two tier inspection criteria on the input/output (I/O) data connectors for the 1100, 2200, 2300, 7100 (part number: CV90-58470) and 5100 (part number: 470-70022-0007) series handsets or other KWC models with similar data connectors.

First Criteria: Pin tip. It is considered normal for the tips of the contact surfaces inside the data connector to become discolored during the life of the product. Pin tip refers to the end of the contact pins (16 total).



The technician should lightly brush the handset's pin tips, without the use of chemicals, using a non-conductive short bristle brush.



In Warranty

The presence of minor pin tip corrosion does not invalidate warranty on Kyocera 1100, 2200, 2300, 5100, 7100 series and handsets with similar input/output (I/O) data connectors.



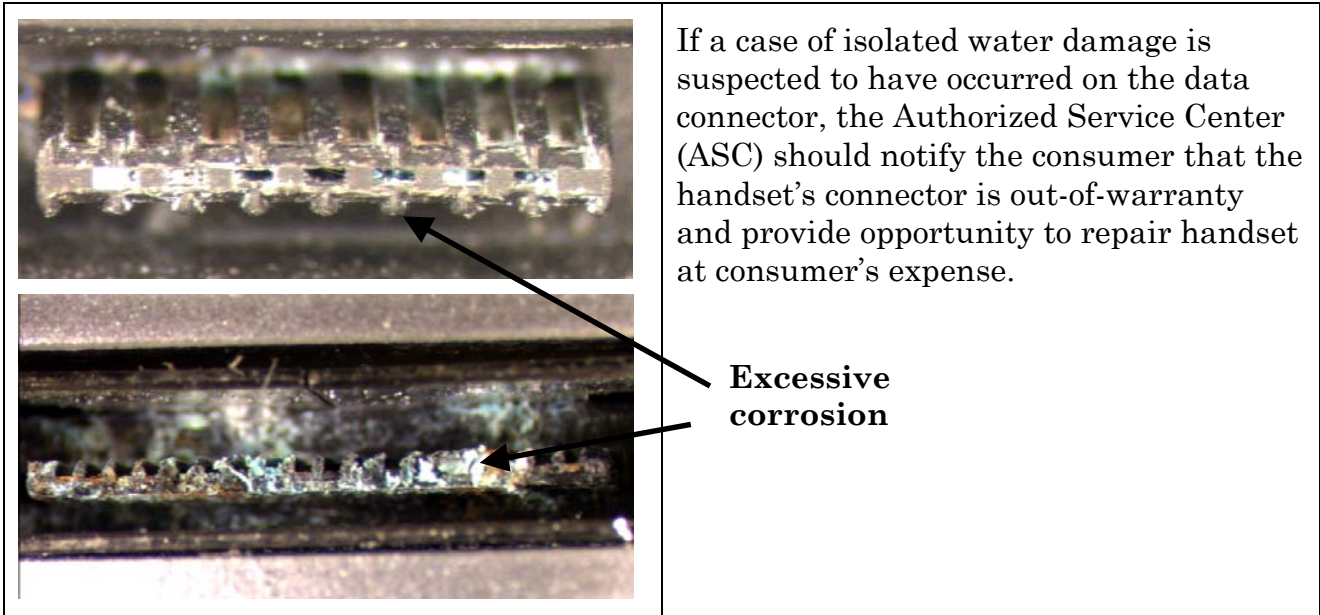
Note:

Only the pin tip show signs of corrosion, not the pin surfaces.

Second Criteria: Pin Surface. Pin surface corrosion is the result of exposure to excessively wet environmental conditions. The technician should inspect further up the data connector's pins, looking for obvious signs of water contamination / infiltration. If excessive corrosion is plainly visible, phone is out of warranty.

If unable to determine warranty status, the ASC should open the phone and inspect the data connector contacts for signs of corrosion.

- If no corrosion is found, clean data connector pins and proceed to repair phone.
- If corrosion is present on internal contact, the data connector is out of warranty.



Loose Noises Inside Unit

With the antenna removed, any object heard rattling inside the unit while shaking is not covered under warranty. This is typically caused from the phone being dropped and is generally evident by physical signs of trauma on housings.

Unauthorized Software

A unit returned with software that has not been officially released by KWC is not covered under warranty.

Customer Tampering



Use of unauthorized after-market housings, product ID labels (excluding those used by authorized service centers, for example, “K” labels), visible evidence of unauthorized modifications including hardwiring on the Circuit Card Assembly (CCA), and unapproved parts used on the handset violates the warranty.

Handsets returned with a minimum of two stripped screws or one stripped screw and gouges in the housing screw wells are not covered under warranty.

Consumer Limited Warranty

The Consumer Limited Warranty provides a standard warranty for all new products (65-XXXXX-X) against manufacturing defects for one year from the date of original purchase by the original consumer.

Warranty Certificate

Below is the text from the Consumer Limited Warranty Certificate/Card included in all products that relates to Customer Caused Failures (CCF). KWC reserves the right to revise or update the warranty terms. Please refer to the Consumer Limited Warranty Certificate/Card for complete warranty information.

This limited warranty does not cover and is void with respect to the following: (i) any Product which has been improperly installed, repaired, maintained or modified; (ii) any Product which has been subjected to misuse (including any Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not approved by KYOCERA), abuse, accident, physical damage, abnormal operation, improper handling, neglect, exposure to fire, water or excessive moisture or dampness or extreme changes in climate or temperature; (iii) any Product operated outside published maximum ratings; (iv) cosmetic damage; (v) any Product on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) cost of installation, removal or reinstallation; (vii) signal reception problems (unless caused by defects in material and workmanship); (viii) damage the result of fire, flood, acts of God or other acts which are not the fault of KYOCERA and which the Product is not specified to tolerate, including damage caused by mishandling, shipping and blown fuses; (ix) consumables (such as fuses); or (x) any Product which has been opened, repaired, modified or altered by anyone other than KYOCERA or a KYOCERA authorized service center.

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The use of this document does not imply authorization to service product in warranty on KWC's behalf. Reimbursement for service on an in-warranty product is provided only to Authorized Service Centers (ASC). Non-authorized facilities attempting to service Kyocera products will void the consumer limited warranty.

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Most current version of this and all service documentation may be found here: www.kyocera-wireless.com/extranet

Revision History:

Rev. A – Initial release

Rev. B – Updated info on identifying water damage to data connector.

Rev. C – Added text on water label, and identifying process for agent.

Rev. D – Updated ESN Label water Damage section. Added text/photos concerning bent cans, battery contacts, and RF port. June 2004.

Rev. E – Updated text concerning liquid evidence label. Added photo of dot liquid evidence label. August 2004.