

### **Manufacturer's Warranty for the DCP Series**

Original warranty period begins on Date of Purchase. Consumers are urged to complete and return the DCP500 Series Warranty / Registration Card to Motorola. Consumers should also retain their purchase receipt as proof of purchase. This may be required if problems are experienced with the DCP.

For warranty related questions and technical support, contact Motorola's Customer Support Center at 1-866-MOT-BCS1 (866-668-2271).

### **Product Registration**

DCP owners can register the product at [DCP Product Registration](#) or by completing and mailing the postage paid DCP500 Series Warranty Card provided with their new DCP or above.

### **Returns**

If you LEASED/PURCHASED the DCP from your CABLE OPERATOR:

- The cable operator warrants the DCP to the lessee, not Motorola.
- The lessee should contact their local cable operator if they are experiencing any cable or DCP related problems.
- The cable operator will either troubleshoot the problem over the phone or send an installer out to resolve a problem.

If you PURCHASED the DCP from RETAILER:

- IN WARRANTY
  - Consumers should return the DCP to the Retail store where purchased. Terms and conditions for return will vary from retailer to retailer.
  - WITHIN 30 DAYS from date of purchase
  - ONE YEAR FROM DATE OF PURCHASE -Motorola will warrant the DCP has been registered or if a consumer can provide original purchase receipt confirming that they purchased the DCP within the last 12 months.
  - Consumers can call the Motorola Customer Support Center with warranty questions.
- OUT OF WARRANTY
  - A unit is considered out of warranty:
    - after 12 months from the date of purchase
    - if a consumer can not prove that their DCP was purchased within the last 12 months.