

Technical Support
Warranty Information
Enclosed



CellAntenna



BEFORE CONTACTING US FOR TECHNICAL ASSISTANCE, PLEASE REFER TO THIS PAGE OR FILL OUT THE TECHNICAL SUPPORT REQUEST FORM ON THE NEXT PAGE

GENERAL TROUBLESHOOTING

Check to make sure that you have power to the amplifier.

The power indicator on the front of the amplifier should be lit. If not, check your power supply and power cable. Make sure you have the power cable securely connected to the PWR connection on the amplifier. Be sure to check the power on *your* end as well.

If the power appears to be active, please reset the system by turning the power off and back on again.

Unplug your unit, plug it back in, and then power it back on. Give it a couple minutes and try to test your signal again.

Check the other connections into and out of the amplifier.

Take a look at each connector attached to the cable. Check the cable to make sure it is not damaged, and check the ends of the cable are secure and attached. Also make sure the cables are not bent. All conditions should remain the same way it was during the initial install.

Make a test call outside of the building, and if the problem continues, the problem may lie with your wireless carrier.

If the problem clears outside your building, you may have a defective amplifier. In this case, please contact CellAntenna to further troubleshoot.

If the above steps do not resolve the problem, re-connect everything as it was when the amplifier was initially installed.

Note: Please allow the system 12 to 24 hours to resolve itself. If the problem persists, contact CellAntenna Toll-Free at **1-877-224-7775**.

Technical Support Request Form

PROJECT NAME/SALES ORDER #: _____
 CUSTOMER NAME: _____
 COMPANY: _____
 POINT OF CONTACT: _____
 EMAIL/PHONE: _____

• When did the problem start?

• What is the problem?

Check ALL that apply

Dropped calls Making outbound calls Receiving inbound calls Text Messaging
 Streaming Data/Internet on your handset Other

• Is the phone in LTE mode?

• Is the problem tied to one area or the entire coverage area?

• What carrier or carriers are you experiencing issues with?

• Do you experience the same problem when you step outside of the building?

• What model handsets are experiencing issues?

• Do you have signal bars, but you can't make a call?

• What time of the day are you experiencing problems? Morning Afternoon Evening

• Did you check all equipment for power and are there any alarm (**RED**) indication lights on?

• Can you disable Wi-Fi on the phone and test calls again?










• Do you have access to the system design? If so, please indicate the area that you are experiencing the problem and submit it to us for review along with this form.

For office use only*

DATE AND TIME TIER II CONTACTED: _____
 DATE AND TIME TIER II RESPONSE: _____
 SERVICE CALL NEEDED? Yes No
 DATE AND TIME SERVICE CALL SCHEDULED: _____
 SERVICE CALL QUOTATION#, IF APPLICABLE: _____

OUT OF WARRANTY PO#, IF APPLICABLE: _____
 IN-WARRANTY SERVICE CALL? Yes No
 SERVICE CALL QUOTATION AMOUNT: _____
 SERVICE CALL SALES ORDER #: _____
 SERVICE COMPLETED DATE: _____

D0s and DONTs

-  **Refer to the Technical Support Request Form.** With this checklist, you can keep your equipment organized and know you will have everything you need. After it is filled out electronically or otherwise, submit it back to CellAntenna for a technician to review.
-  **Inspect your cables.**
-  **Unplug and re-plug the unit.** It is ok to power the unit(s) off if immediately powered back on.
-  **Check power to all equipment, as well as the building power and the power jack the equipment your system is connected to.**
-  **Check for noticeable damage around the system. (sparks, cut cables, dangling cables, etc.)**
-  **Never let your equipment get wet.** Keep the conditions dry, where possible.
-  **Anyone who isn't trained *should not* set up or service your system.** Damaging cables and equipment is possible.
-  **Do not leave cables in the open.** Cover them to avoid tripping.
-  **Do not use an improper enclosure for readers or antennas.** Metal reflects RF energy, and sufficient cooling is necessary for these devices. If you are in an area with soaring temperatures, you might want to look at custom enclosures for your equipment.

COVERAGE

Who is covered?

You must have proof of purchase to receive warranty service. A sales receipt or other documentation showing the product purchased and the purchase date is considered proof of purchase. This limited warranty extends only to the original consumer purchaser or any person receiving the product as a gift from the original consumer purchaser and to no other purchaser or transferee.

What is covered?

Warranty coverage begins the day after the installation date. Once warranty coverage begins, the DAS is guaranteed to be repaired if it becomes defective or inoperative during the entire coverage period. The exchange will be made without charge to you for parts and labor. You will be responsible for the cost of shipping to the location designated by CellAntenna.

Out of warranty service:

All products, including replacement products, are covered only for the original warranty period. When the warranty on the original product expires, the warranty on the replacement product also expires. Contact CellAntenna to establish or inquire about an extension of your current warranty.

What is excluded?

- Product replacement because of misuse, accident, lightning damage, unauthorized repair or other cause not within the control of CellAntenna.
- Incidental or consequential damages resulting from the product. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.
- Any modifications or other changes to the product, including but not limited to software or hardware modifications in any way other than as expressly authorized by CellAntenna will void this limited warranty.
- Product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications.

 **WARNING**

Changes or modifications not expressly approved by CellAntenna Corporation could void the user's authority to operate this equipment and/or void the product warranty.

Note: Before requesting repair service, please address troubleshooting guide in this packet.

It may save you a call!



For office use only*

***Customer must print and sign**

Project Name/Sales Order #: _____

Make/Model: _____

Purchase Date: _____

Start Date of Installation: _____

Installation Complete Date: _____

Warranty Start Date: _____

Service Completed by: _____

Customer Receipt Acknowledgement*: _____



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