



ClearQAM Input Module



Stock #	Model Name	Description
6777A	NXG-CQAM-32	ClearQAM Input Module, 32xQAM channels

We recommend that you write the following information in the spaces provided below.

Purchase Location Name:	
Purchase Location Telephone Number:	
NXG-CQAM-32 Module Serial Number:	

The information contained herein is subject to change without notice. Revisions may be issued to advise of such changes and/or additions.

Correspondence regarding this publication should be addressed directly to:

Blonder Tongue Laboratories, Inc.
One Jake Brown Road
Old Bridge, NJ 08857 USA

Document Number: 651254700A

Printed in the United States of America.

All product names, trade names, or corporate names mentioned in this document are acknowledged to be the proprietary property of the registered owners.

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Reverse engineering or disassembly is prohibited.

Cross-Reference & Hyperlinking Usage

This guide makes use of hyperlinks for the Table of Contents, some cross-reference linking between sections, and external hyperlinking to web addresses. This has been done to assist the reader in finding the information they are seeking in a much quicker way. In addition to hyperlinking, the Table of Contents also makes use of the bookmarking feature present in the Adobe Reader application.

Product and Documentation Updates

Download the latest User Manual (PDF) by visiting our website. Navigate to the product page by entering the full Model Name or Stock Number in the search field. Upon reaching the product page, the "User Manual" download link will be located beneath the product image. **Firmware Updates** are available under "Tech Support" in the "Resources" section of the website. General instructions for the FTP site, as well as updating your firmware, are provided on this page.

Returning Product for Repair (or Credit)

A Return Material Authorization (RMA) Number is required on all products returned to Blonder Tongue, regardless if the product is being returned for repair or credit. Before returning product, please contact the Blonder Tongue Service Department at 1-800-523-6049, Ext. 4256 or visit our website: www.blondertongue.com for further information.

Table of Contents

- SECTION 1 – GENERAL & SAFETY INSTRUCTIONS..... 4**

- SECTION 2 – PRODUCT SUMMARY 5**
 - 2.1 PRODUCT APPLICATION & FEATURES 5
 - 2.2 MODULE SPECIFICATION 5
 - 2.3 MODULE INSTALLATION..... 5

- SECTION 3 – CONFIGURING THE MODULE..... 6**
 - 3.1 “TUNERS: STATUS” TAB 6
 - 3.2 “TUNERS: SCAN” TAB..... 7
 - 3.3 “TUNERS: LINEUP” TAB 8
 - 3.4 “TUNERS: EDITOR” TAB 9
 - 3.5 “TUNERS: PROGRAM” TAB..... 10

- SECTION 4 – MODULE STATUS AND GENERAL MANAGEMENT 11**
 - 4.1 “MODULE: STATUS” TAB 11
 - 4.2 “MODULE: SYSTEM” TAB..... 12

- SECTION 5 – FIRMWARE UPDATES 13**

- SECTION 6 – TROUBLESHOOTING..... 14**

Section 1 – General & Safety Instructions



The STOP sign symbol is intended to alert you to the presence of REQUIRED operating and maintenance (servicing) instructions that if not followed, may result in product failure or destruction.



The YIELD sign symbol is intended to alert you to the presence of RECOMMENDED operating and maintenance (servicing) instructions.



The LIGHTNING flash symbol is intended to alert you to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electrical shock.

TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER FROM THIS UNIT.

NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE

NOTE TO CATV SYSTEM INSTALLER

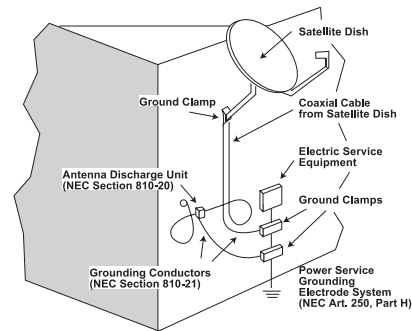
This reminder is provided to call the CATV System Installer’s attention to Article 820-40 of the NEC that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of cable entry as practical.



You should always follow these instructions to help ensure against injury to yourself and damage to your equipment.

- Elevated Operating Ambient - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature per Section 2.3.
- Reduced Air Flow - Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.
- Mechanical Loading - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
- Circuit Overloading - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
- Reliable Earthing - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).
- Read all safety and operating instructions before you operate the unit.
- Retain all safety and operating instructions for future reference.
- Heed all warnings on the unit and in the safety and operating instructions.
- Follow all installation, operating, and use instructions.
- Unplug the unit from the AC power outlet before cleaning. Use only a damp cloth for cleaning the exterior of the unit.
- Do not use accessories or attachments not recommended by Blonder Tongue, as they may cause hazards, and will void the warranty.
- Do not operate the unit in high-humidity areas, or expose it to water or moisture.
- Do not place the unit on an unstable cart, stand, tripod, bracket, or table. The unit may fall, causing serious personal injury and damage to the unit. Install the unit only in a mounting rack designed for 19” rack-mounted equipment.
- Do not block or cover slots and openings in the unit. These are provided for ventilation and protection from overheating. Never place the unit near or over a radiator or heat register. Do not place the unit in an enclosure such as a cabinet without proper ventilation. Do not mount equipment in the rack space directly above or below the unit.
- Operate the unit using only the type of power source indicated on the marking label. Unplug the unit power cord by gripping the plug, not the cord.
- The unit is equipped with a three-wire ground-type plug. This plug will fit only into a ground-type power outlet. If you are unable to insert the plug into the outlet, contact an electrician to replace the outlet. Do not defeat the safety purpose of the ground-type plug.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at plugs, convenience receptacles, and the point where they exit from the unit.

- Be sure that the outdoor components of the antenna system are grounded in accordance with local, federal, and National Electrical Code (NEC) requirements. Pay special attention to NEC Sections 810 and 820. See the example shown in the following diagram:



- We strongly recommend using an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the unit is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the lines between the unit and the antenna. This will prevent damage caused by lightning or power line surges.
- Do not locate the antenna near overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- Do not overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- Never insert objects of any kind into the unit through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do not attempt to service the unit yourself, as opening or removing covers may expose you to dangerous voltage and will void the warranty. Refer all servicing to authorized service personnel.
- Unplug the unit from the wall outlet and refer servicing to authorized service personnel whenever the following occurs:
 - The power supply cord or plug is damaged;
 - Liquid has been spilled, or objects have fallen into the unit;
 - The unit has been exposed to rain or water;
 - The unit has been dropped or the chassis has been damaged;
 - The unit exhibits a distinct change in performance.
- When replacement parts are required, ensure that the service technician uses replacement parts specified by Blonder Tongue. Unauthorized substitutions may damage the unit or cause electrical shock or fire, and will void the warranty.
- Upon completion of any service or repair to the unit, ask the service technician to perform safety checks to ensure that the unit is in proper operating condition.

Section 2 – Product Summary

2.1 Product Application & Features

Application:

The **NXG-CQAM-32 (ClearQAM Input Module)** processes HD and SD programs from a Cable or Telco TV service provider. The NXG-CQAM-32 module includes multiple full-band-capture QAM tuners to provide ingest of up to 32 programs from the incoming cable system. This module is capable of tuning any 32 “clear QAM input” channels from 54 to 1002 MHz.

Features:

- Supports 32 programs per module
- Supports 54 to 1002 MHz input frequency range

Description:

a STATUS LED:

LED is Off = Indicates the module is not correctly connected or receiving power.

LED is Green = Indicates the module is running without errors.

LED is Red = Indicates that one or more errors have been detected.

LED is Amber = Indicates that one or more warnings have been detected.



2.2 Module Specification

Input

QAM	<p>Connector: 1x “F” Female</p> <p>Standards: ITU-T J.83 (64 and 256 QAM)</p> <p>Tuning Range: CATV (54-1002 MHz)</p> <p>Symbol Rate: 5.3606 Msymbols/Sec (QAM 256); 5.057 Msymbols/sec (QAM 64) – Auto Detect</p> <p>Bandwidth: 6 MHz</p> <p>QAM Power Level: -15 to +20 dBmV</p> <p>Return Loss: 12 dB</p> <p>Impedance: 75 Ω</p>
------------	---

General

Dimensions (W x D x H):	1.15 x 15.5 x 7.0 inches (29 x 394 x 178 mm)
Power	Via NXG Mainframe Backplane
Power Consumption:	16 W
Unit Weight:	2.0 lbs (0.9 kg)
Operating Temperature:	32 to 122 °F (0 to 50 °C)
Storage Temperature:	-13 to 158 °F (-25 to 70 °C)
Operating/Storage Humidity:	0 to 95% RH @ 35 °C max, non-condensing

Alarms & Monitoring

Front Panel Indicator:	1x Status LED
-------------------------------	---------------

2.3 Module Installation

For general module installation instructions, please refer to the NXG Base Platform User Manual.

Section 3 – Configuring the Module

3.1 “Tuners: Status” Tab

The “Tuners: Status” tab (Figure 3.1a) is a read-only screen and displays the status of each tuner bank.

QAM Input	Tuners										SNR					dBmV					
	Status		Utilized				Locked				SNR					dBmV					
Tuner Bank 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tuner Bank 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tuner Bank 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tuner Bank 4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Figure 3.1a - “Tuners: Status” Tab

- 1 **Status and Utilized:** when clicked, shows you the tuned channel program that the tuner (numbered 1-6) is receiving.
- 2 **Locked:** indicates the locked or unlocked status for each tuner.
- 3 **SNR:** indicates the Signal-to-Noise Ratio (SNR) for each tuner.
- 4 **dBmV:** indicates the approximate power level for each tuner.



Figure 3.1b - Signal-to-Noise Status Range



Figure 3.1c - Power Level Status Range

When each table cell, shown and described above, is clicked the section below the status table will open to the relevant areas.

The relative areas within the opened list will show details about each tuner (numbered 1-6) within a given Tuner Bank, as seen to the right (Figure 3.1d).

Refresh Collapse All Expand All

- Tuner Bank 1
 - Tuner 1
 - Tuned Program: WCBS-HD (Virtual Channel: 2.1)
 - Channel: 13
 - Program Number: 702
 - MPEG Lock: Locked
 - QAM Lock: Locked
 - FEC Lock: Locked
 - Frequency: 213.00MHz
 - SNR: 38.6dB
 - Power: 5.0dBmV
 - Scrambled: No
 - Bitrate: 16.191 Mb/S
 - Tuner 2
 - Tuner 3
 - Tuner 4
 - Tuner 5
 - Tuner 6
 - Tuner Bank 2
 - Tuner Bank 3
 - Tuner Bank 4

Figure 3.1d - “Tuners: Status” Tab - Tuner Information

3.2 “Tuners: Scan” Tab

The “Tuners: Scan” tab (Figure 3.2) allows the user to scan the programs available in the Service Provider’s ClearQAM channel lineup.

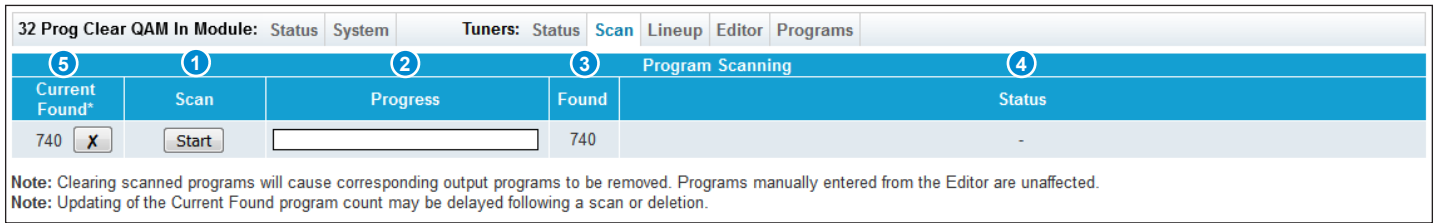


Figure 3.2 - “Tuners: Scan” Tab

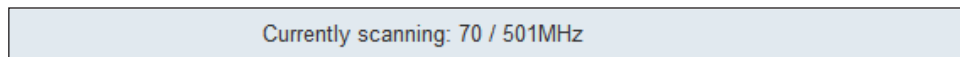
Before Scan:

- 1 Under the **Scan** column, select to begin the scanning process.

Note: The live video that utilizes programs from the module will be interrupted once a scan has begun on it.

During Scan:

- 2 The **Progress** column shows the total progress of the scan through a progress bar.
- 3 The **Found** column updates the count of found channels as the scan progresses through the lineup.
- 4 The **Status** column indicates which channel is being currently scanned:



After Scan:

- 5 Under the **Current Found** column, the total count of Current programs will be populated here **after** a scan has completed.

Note: Clicking under this column will reset the counter to zero in order to do another scan but will not interfere with the live stream.

3.3 “Tuners: Lineup” Tab

The “**Tuners: Lineup**” tab (Figure 3.3a and Figure 3.3b) is a read-only screen. A search function is provided in order to easily look up programs. The full lineup can also be downloaded through this screen.

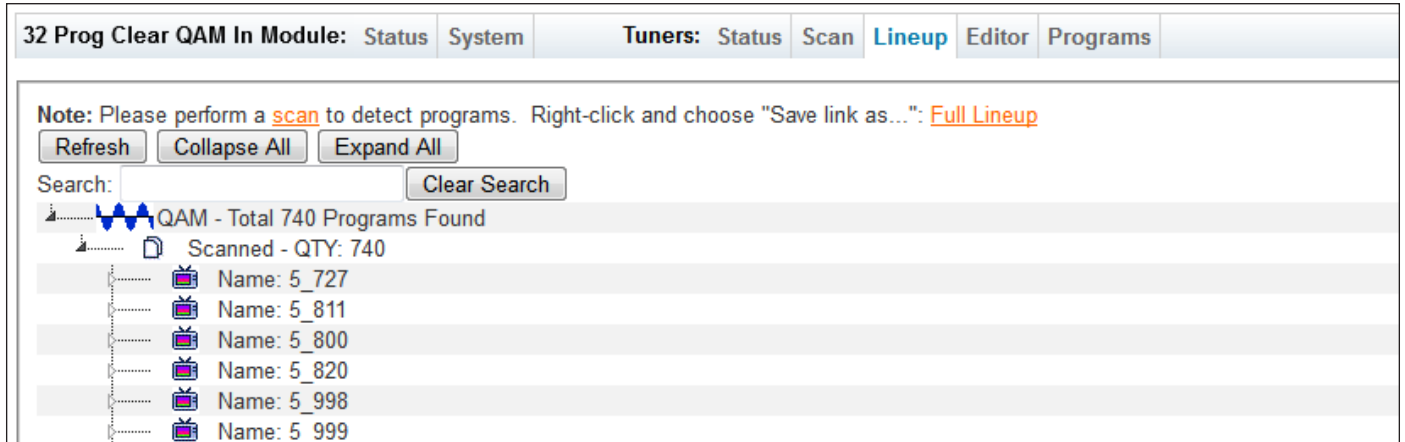


Figure 3.3a - “Tuners: Lineup” Tab

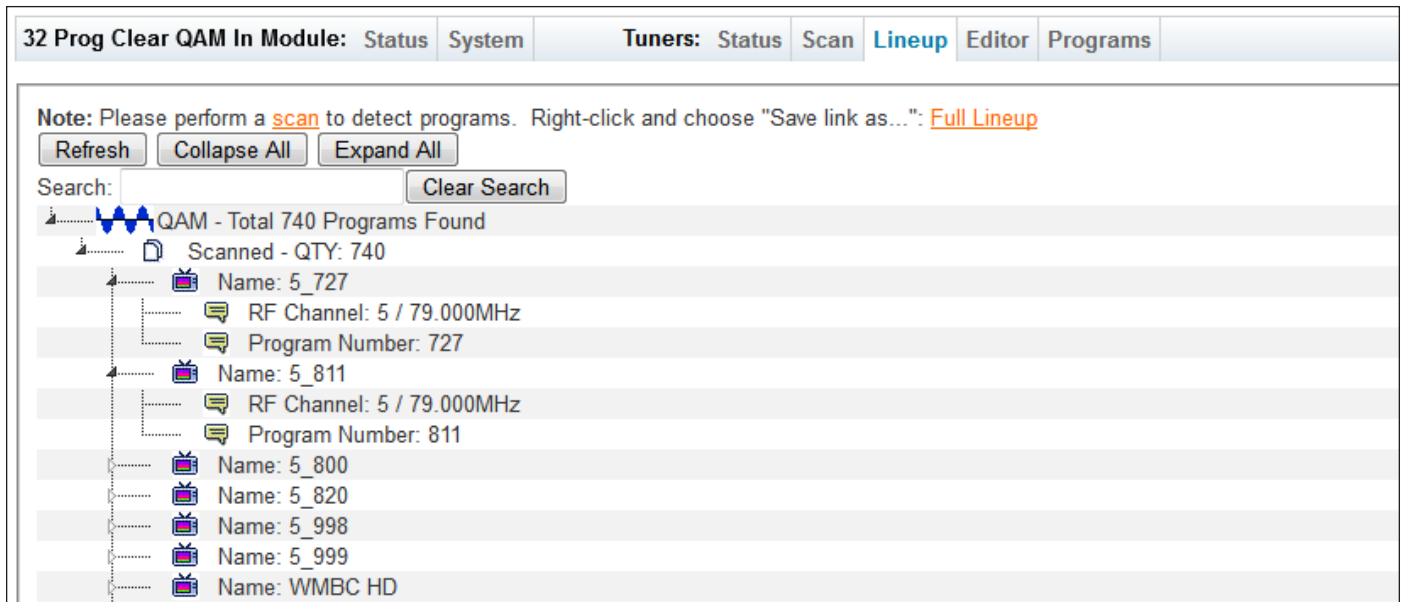


Figure 3.3b - “Tuners: Lineup” - Expanded Program List and Information

3.4 “Tuners: Editor” Tab

The “Tuners: Editor” tab (Figure 3.4) is a read and write screen, allowing the user to view and edit the following: “Add” a new program to the lineup, “Edit” the stream name of an existing program, and “Remove” a program from the lineup.

32 Prog Clear QAM In Module: Status System Tuners: Status Scan Lineup Editor Programs								
Note: Changing the Stream Name of an active program may cause an output module to drop the program.								
740	1	2	3	4	5	6	7	8
Edit	Type	Channel/Frequency	Program #	Stream Name	Virtual Channel	Active	Remove	
Add	Manual	2 / 57 MHz					Clear	
Edit	Scanned	5 / 79 MHz	727	5_727	-		X	
Edit	Scanned	5 / 79 MHz	811	5_811	-		X	
Edit	Scanned	5 / 79 MHz	800	5_800	-		X	
Edit	Scanned	5 / 79 MHz	820	5_820	-		X	
Edit	Scanned	5 / 79 MHz	998	5_998	-		X	
Edit	Scanned	5 / 79 MHz	999	5_999	-		X	
Edit	Scanned	6 / 85 MHz	681	WMBC HD	63.1	✓	X	
Edit	Scanned	6 / 85 MHz	703	WPXN HD	31.1	✓	X	

Figure 3.4a - “Tuners: Editor” Tab

The columns in this tab displays the following information about each program in the lineup:

- 1 **Edit** column allows the user to manually add a new program or edit an existing one.
- 2 **Type** column displays the following methods a program was added into the lineup: “Manual” or “Scanned”
- 3 **Channel/Frequency** displays the channel and frequency a program is set to.
- 4 **Program #** column displays the program # assigned to a program in the lineup.
- 5 **Stream Name** column displays the user-assigned Stream Names for each program in the lineup.
- 6 **Virtual Channel** column indicates a virtual channel for each program in the lineup.
- 7 **Active** column indicates whether or not the channel is active. This is shown by a checkmark being present.
- 8 **Remove** column allows the user to remove a program or clear the information in an existing program when editing.



CAUTION: BEFORE EDITING OR ADDING PROGRAMS IN THIS TAB, MAKE A BACKUP OF YOUR CURRENT LINEUP!

The top row is used for manually adding new programs or limited edits to programs. The usable input and controls for editing are as follows:

- 1 **Edit:** includes the buttons “Add” (default state and used to add a new program to the lineup) and “Update” (shown in edit mode).
- 3 **Channel/Frequency:** only enabled when manually adding a new program to the lineup.
- 3 **Program #:** only enabled when manually adding a new program to the lineup.
- 4 **Stream Name:** allows the user to create or change the stream name when in edit mode or adding a new program.
- 8 **Remove:** the “Clear” button is used to clear the information from a program being edited.

The remaining rows provide controls in the following columns:

- 1 **Edit:** Clicking this button highlights the row being edited (in yellow) while the actual edits take place within the top row.
- 8 **Remove:** displays a button with “X”, allowing the user to remove a program from the Lineup.

3.5 “Tuners: Program” Tab

The “Tuners: Program” tab (Figure 3.5) is a read and write screen which shows all programs available for selection and allows a user to remove or add into the system for further output processing.



NOTE: The maximum number of programs which can be selected are 32.
These 32 programs are sent to the SPTS backplane for processing by other modules.

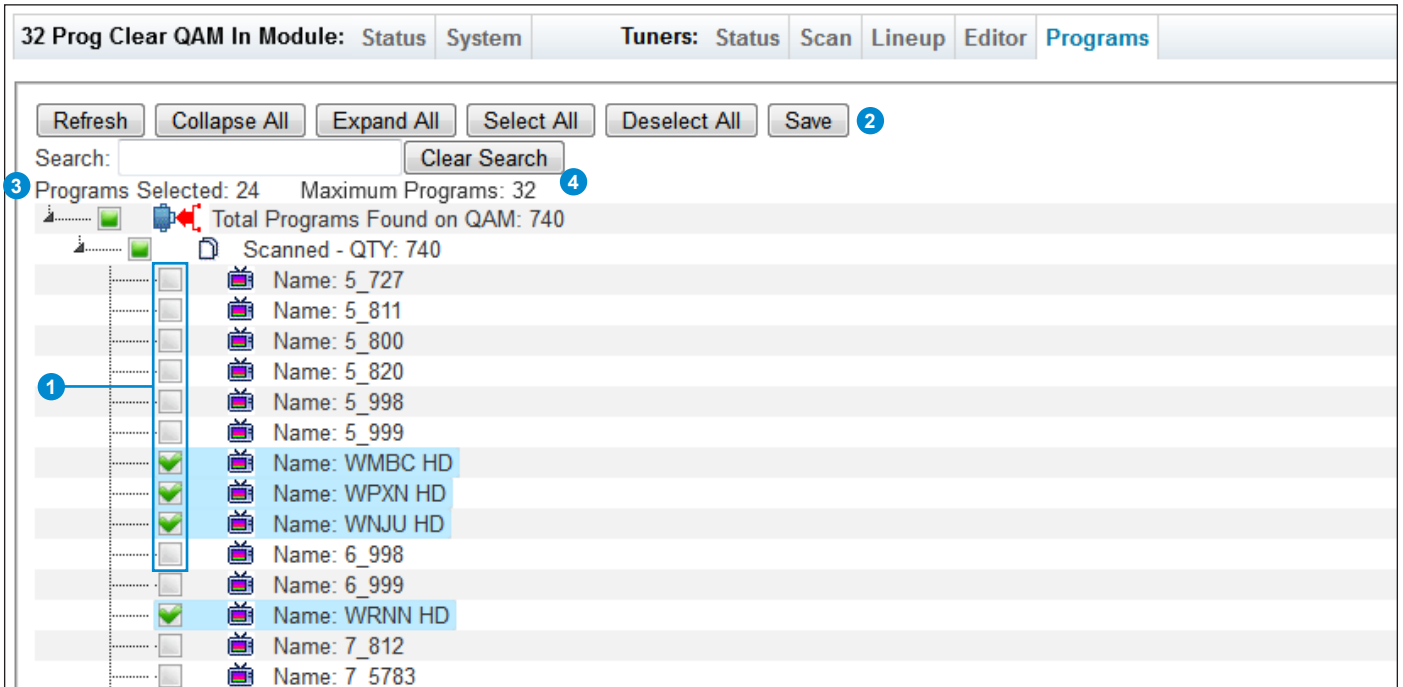


Figure 3.5 - “Tuners: Program” Tab

- 1 To add to the program list, check the box (☑) next to each program (up to 32 max. per module).
NOTE: Remove a program from the list by unchecking the box (☐) next to the program.
- 2 Click the button to apply the changes.

Underneath the search field, the following information is shown:

- 3 **Programs Selected:** show how many programs have been selected.
- 4 **Maximum Programs:** indicates how many total programs are allowed (up to 32 max. per module).

NOTE: If the number of programs selected goes over the maximum programs, the line will be highlighted in red as shown below:

Programs Selected: 36 Maximum Programs: 32

Section 4 – Module Status and General Management

4.1 “Module: Status” Tab

The “**Module: Status**” tab (Figure 4.1) is a “read-only” screen which displays the general health and module information at a glance. The information is provided as a quick way to monitor the module or assist with troubleshooting issues that may arise.

32 Prog Clear QAM In Module: Status		System	Tuners: Status	Scan	Lineup	Editor	Programs	
Status								
1	Status							OK
2	Temperature	127.5°F / 53.1°C						
Information								
3	Model Number							NXG-CQAM-32
4	Serial Number							2019010836
5	Software Version							1.0.2.0_20210121
6	Backplane Firmware Version							1.21
7	Slot Location							5

Figure 4.1a - “Module: Status” Tab

In the section entitled “**Status**”, the following parameters about the module health are displayed:

- 1 **Status:** Indicates the current status of the module. Status Messages:

Ok - No issues at the current time

Updating - an update is in-progress via the Master Controller's Firmware Update page.

Error - One or more errors have occurred. Check system log for more information on error(s).

Warnings - One or more warnings have been triggered. Check system log for more information.

- 2 **Temperature:** Indicates the current temperature of the module.



Figure 4.1b - Module Temperature Status Range

In the section entitled “**Information**”, the parameters shows the following module-specific information:

- 3 **Model Number:** Indicates the model number of the module installed.
- 4 **Serial Number:** Indicates the serial number of the module installed.
- 5 **Software Version:** Indicates the software version of the module. To update software, please see Section 5.
- 6 **Backplane Firmware Version:** Indicates the backplane firmware version for this module. Backplane version is only needed for tech support and software debugging.
- 7 **Slot Location:** Indicates the slot location on the platform chassis where the module is currently installed into.

4.2 “Module: System” Tab

The “Module: System” tab (Figure 4.2) allows the user to manage the module and its settings through the following controls:

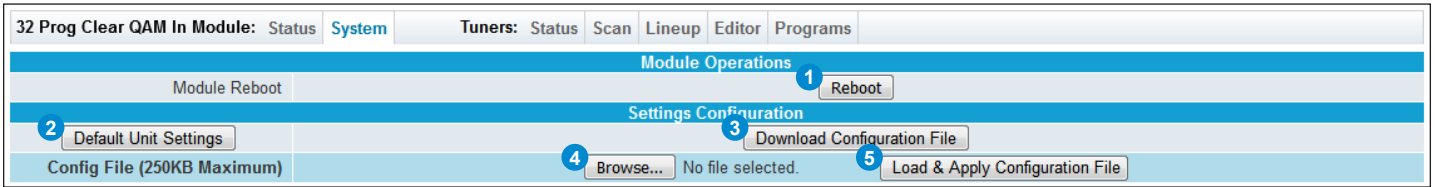


Figure 4.2 - “Module: System” Tab

Module Operations

- 1 **Module Reboot:** Click the **Reboot** button in order to reboot the module.



WARNING: During the reboot, there will be an outage of all programs selected by this module.

Settings Configuration

- 2 **Default Unit Settings** Resets the module back to the factory defaults.
- 3 **Download Configuration File** Downloads the current module configuration file.
- 4 **Browse...** No file selected. Browse and select a configuration File.
- 5 **Load & Apply Configuration File** After choosing a file, click this to load and apply the configuration file.

Section 5 – Firmware Updates

The “Firmware Update” tab (Figures 5a, 5b, 5c, and 5d) is part of the Master Controller Module interface, and is used for all installed modules. It is located on the right side of the main menu allowing the user to review currently installed firmware versions and quickly update installed module(s).

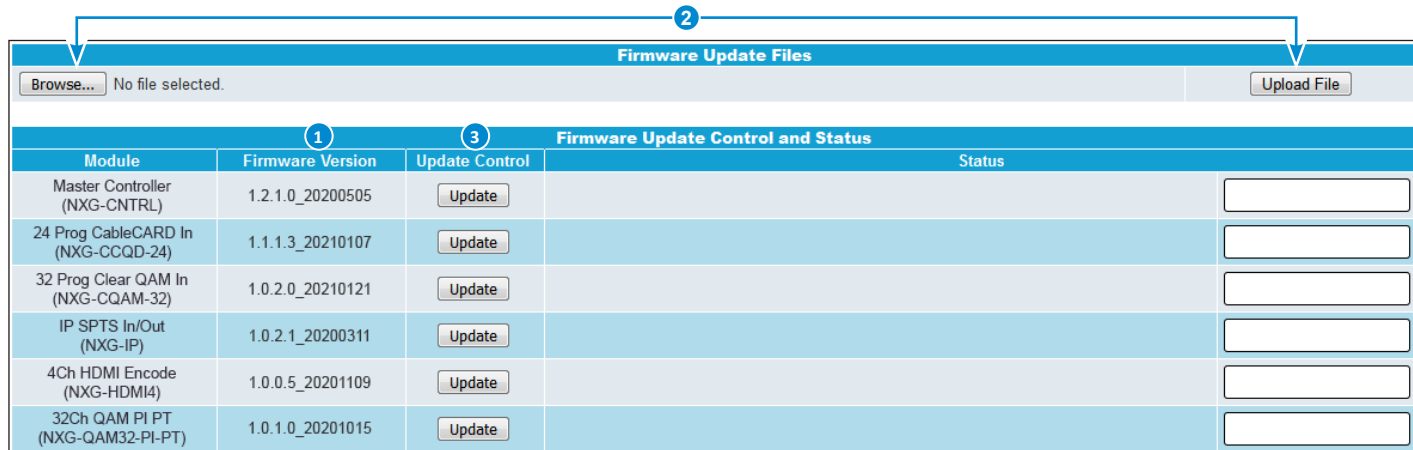


Figure 5a - “Firmware Update” Tab

- 1 Check “Firmware Version” to ensure you have the latest firmware. To determine if a new firmware update has been released, please go to our website at: (www.blondertongue.com/page/resources/tech-support/firmware-updates/)

Click the “Download Firmware Updates” link and then scroll down to the “NeXgen Gateway” folder to view the NXG module folders.

Note: There is a check of the file name versus module ID to prevent a user from inadvertently updating any modules with incorrect files. Multiple modules can be updated simultaneously after uploading the required field update file(s).

- 2 Under the “Firmware Update Files” section, the user can use and to select and send the module update file(s) into the NXG Platform. See a view of the file when uploaded to the platform as shown below on Figure 5b.

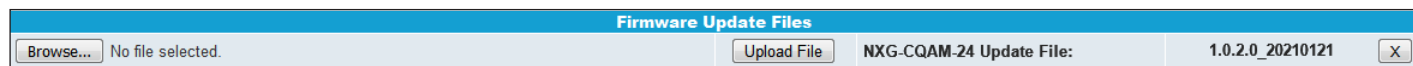


Figure 5b - File when uploaded

- 3 Update the Firmware version by clicking the button. The update status and progress will show under the “Status” columns. Below are the firmware updates as they appear while in-progress (Figure 5c) and upon completion (Figure 5d). After the update is complete, the user **MUST** reboot the module before the update will take effect.

Note: After clicking the “Update” button, please allow a few seconds for the file to load.



Figure 5c - Update In Progress

- 4 Once the update progress is complete, the user **MUST** click the button (as shown on Figure 5d) for the update to take effect. Updates do not take effect following the update process until the unit has either been rebooted or power cycled. The module cannot be updated again until the module has been rebooted.



Figure 5d - Completed Update



When firmware updates are complete, the user can remove the loaded file by clicking the button shown on Figure 5b next to the “Upload File” button under “Firmware Update Files”.

Section 6 – Troubleshooting

For technical support please contact us at 1-800-523-6049 between the hours of 8am and 5pm EST.

Please refer to the operation manuals of each module for additional information.

Extended Warranty Program

STANDARD TERMS & CONDITIONS OF THE EXTENDED WARRANTY

A. THE EXTENDED WARRANTY AGREEMENT (EWA)

If during the period following the expiration of the Blonder Tongue Manufacturers' Standard Warranty (Copy Included) the products which constitute the subject matter of the extended warranty, manifest any manufacturing or similar such defects then Blonder Tongue shall at its option repair or replace the product. It is emphasized that the extended warranty is in effect an extension of the Blonder Tongue Warranty and covers the items stipulated in Paragraph B to the exclusion of the terms in Paragraph C of this agreement. Eligibility to purchase EW is limited to 90 days following initial shipment on selected products of sufficient value.

The product/products included in this extended warranty agreement are listed in the invoice that accompanies the EWA. Term of the extension will be _____ year(s). Purchase Order is required for extended warranty coverage.

B. WHAT IS COVERED?

1. If a product has been determined to have failed, which falls within the Terms & Conditions of this EWA, Blonder Tongue Inc. may at its sole discretion repair, modify or replace its component parts that are defective at 100% coverage for parts and labor.
2. A loaner unit may be available on request; PO required.
3. Product is manufactured by Blonder Tongue.
4. Extended warranty period is up to and not to exceed 24 months and sold in increments of 12 months. Order # 9981 for 1 year and #9982 for 2 year extensions.
5. Return of repair or replaced product shipping costs for ground shipments.
6. Firmware upgrades at no charge with automatic notification.

C. WHAT IS NOT COVERED?

1. The warranty does not cover any defects caused by foreign objects /connection errors .
2. Use other than by the customer at the declared address appearing in this document.
3. Failure by the end user to comply with the manufacturers' instructions for installation, maintenance or use.
4. The use of accessories which have not been approved by Blonder Tongue.
5. The application and/or use of any incorrect or abnormal electrical supply to the product.
6. Any defect in wiring or electrical connections which does not form part of the product at the time of the original purchase.
7. Neglect, misuse, or willful abuse of the product.
8. Any repairs or attempted repairs of the product by any person other than Blonder Tongue Service Department.
9. Any modification of the product by any person other than Blonder Tongue Service Department.
10. Fire, flood, war, civil disturbance, industrial action, acts of God or any other causes beyond the reasonable control of Blonder Tongue.
11. Any defect caused by lightning strike or power surges.
12. Shipping costs to return products to Blonder Tongue for warranty service.
13. Blonder Tongue will not in any circumstances be liable for any consequential loss or damages suffered by the customer whether directly or in directly related defect in the product to the extent permissible by law.
14. Repairs may not be effected without prior authorization from Blonder Tongue Laboratories.

D. GENERAL

1. The customer shall notify Blonder Tongue Laboratories in writing within ten days of any change of his or her address.
2. Customer must provide original **purchase receipt** and **serial number** to initiate extended warranty coverage.
3. The fee paid for the warranty is not refundable under any circumstances unless cancelled within seven days of purchase.
4. The customer shall take all reasonable precautions to maintain the product is maintained in good working order.
5. The warranty contract ceases to exist if the product is replaced or a credit is given to the customer. Any monies paid for the warranty contract are forfeited and not refundable. This is only applicable when the product is out of the manufacturer's warranty.
6. The extended warranty period as stated on the Extended Warranty Agreement shall be the governing period notwithstanding any additional supplier warranty on specific components.
7. The warranty shall in no way effect the terms and conditions of the sale agreement in terms of which the customer bought the product.
8. The extended warranty is limited to the terms and conditions herein contained
9. No agreement, varying, adding to, amended, deleting, or cancelling this warranty shall be effective unless given in writing (email is acceptable) and signed by or on behalf of both parties.
10. The cost of the extended warranty is 8% of the purchase price for a 1 or 2 year extension beyond the Blonder Tongue standard warranty. e.g. A product price of \$1000 will be \$80 for the 1st year (12 mos) and additional \$80 for 2 year (24 mos) extension for a total of \$160.
11. Warranty product return postage paid to: Blonder Tongue Laboratories, Inc.

Attn: Warranty Service Dept.
1 Jake Brown Road
Old Bridge, NJ 08857

Contact Blonder Tongue at 800-523-6049 ext. 555 to order extended warranty service.

Limited Warranty

Seller will at its sole option, either repair or replace (with a new or factory reconditioned product, as Seller may determine) any product manufactured or sold (or in the case of software, licensed) by Seller which is defective in materials or workmanship or fails to meet the applicable specifications that are in effect on the date of shipment or such other specifications as may have been expressly agreed upon in writing: (i) for a period of three (3) years from the date of original purchase for all stock hardware products (other than those specifically referenced herein below having a shorter warranty period); (ii) for a period of one (1) year from the date of original purchase, with respect to all MegaPort™, IPTV products, test equipment and fiber optics receivers, transmitters, couplers and integrated receiver/distribution amplifiers; (iii) for a period of one (1) year from the date of original purchase (or such shorter period of time as may be set forth in the license agreement specific to the particular software being licensed from Seller) with respect to all software products licensed from Seller (other than Core Product Software) that is (a) developed for a specific function or application, (b) complimentary to and does not function without the Core Product Software, and (c) listed with a specific model number and stock number in Seller's Price List ("**Non-Core Software**"); (iv) for a period of ninety (90) days from the date of original purchase, with respect to non-serialized products and accessories, such as parts, sub-assemblies, splitters and all other products sold by Seller (other than Core Product Software and Refurbished/Closeout Products) not otherwise referred to in clauses (i) through (iii) above. The warranty period for computer programs in machine-readable form included in a hardware product, which are essential for the functionality thereof as specifically stated in the published product specifications ("**Core Product Software**") will be coincident with the warranty period of the applicable hardware product within which such Core Product Software is installed.

Software patches, bug fixes, updates or workarounds do not extend the original warranty period of any Core Product Software or Non-Core Software.

Notwithstanding anything herein to the contrary,

(i) Seller's sole obligation for software that when properly installed and used does not substantially conform to the published specifications in effect when the software is first shipped by Seller, is to use commercially reasonable efforts to correct any reproducible material non-conformity (as determined by Seller in its sole discretion) by providing the customer with: (a) telephone or e-mail access to report non-conformance so that Seller can verify reproducibility, (b) a software patch or bug fix, if available or a workaround to bypass the issue if available, and (c) where applicable, replacement or damaged or defective external media, such as CD-ROM disk, on which the software was originally delivered;

(ii) Seller does not warrant that the use of any software will be uninterrupted, error-free, free of security vulnerabilities or that the software will meet the customer's particular requirements; and the customer's sole and exclusive remedy for breach of this warranty is, at Seller's option, to receive (a) suitably modified software, or part thereof, or (b) comparable replacement software or part thereof;

(iii) Seller retains all right, title and interest in and to and ownership of all software (including all Core Product Software and Non-Core Software) including any and all enhancements, modifications and updates to the same; and

(iv) in some cases, the warranty on certain proprietary sub-assembly modules manufactured by third-party vendors and contained in Seller's products, third party software installed in certain of Seller's products, and on certain private-label products manufactured by third-parties for resale by Seller, will be of shorter duration or otherwise more limited than the standard Seller limited warranty. In such cases, Seller's warranty with respect to such third-party proprietary sub-assembly modules, third-party software and private-label products will be limited to the duration and other terms of such third-party vendor's warranty, if any. In addition, certain products, that are not manufactured by Seller, but are resold by Seller, may carry the original OEM warranty for such products, if any. The limited warranty set forth above does not apply to any product sold by Seller, which at the time of sale constituted a Refurbished/Closeout Product, the limited warranty for which is provided in the following paragraph.

Seller will at its sole option, either repair or replace (with a new or factory-reconditioned product, as Seller may determine) any product sold by Seller which at the time of sale constituted a refurbished or closeout item ("**Refurbished/Closeout Product**"), which is defective in materials or workmanship or fails to meet the applicable specifications that are in effect on the date of shipment of that product or fails to meet such other specifications as may have been expressly agreed upon in writing between the parties, for a period of ninety (90) days from the date of original purchase. Notwithstanding the foregoing, in some cases the warranty on certain proprietary sub-assembly modules manufactured by third-party vendors and contained in Seller products, third party software installed in certain of Seller's products, and on certain private-label products manufactured by third-parties for resale by Seller will be of shorter duration or otherwise more limited than Seller limited warranty for Refurbished/Closeout Products. In such cases, Seller's warranty for Refurbished/Closeout Products constituting such third party proprietary sub-assembly modules, third party software, and private-label products will be limited to the duration and other terms of such third-party vendor's warranty, if any. In addition, notwithstanding the foregoing, (i) certain Refurbished/Closeout Products that are not manufactured (but are resold) by Seller, may carry the original OEM warranty for such products, if any, which may be longer or shorter than Seller's limited warranty for Refurbished/Closeout Products. All sales of Refurbished/Closeout Products are final.

To obtain service under this warranty, the defective product, together with a copy of the sales receipt, serial number if applicable, or other satisfactory proof of purchase and a brief description of the defect, must be shipped freight prepaid to Seller at the following address: One Jake Brown Road, Old Bridge, New Jersey 08857.

This warranty does not cover failure of performance or damage resulting from (i) use or installation other than in strict accordance with manufacturer's written instructions, (ii) disassembly or repair by someone other than the manufacturer or a manufacturer-authorized repair center, (iii) misuse, misapplication or abuse, (iv) alteration, (v) exposure to unusual physical or electrical stress, abuse or accident or forces or exposure beyond normal use within specified operational or environmental parameters set forth in applicable product specifications, (vi) lack of reasonable care or (vii) wind, ice, snow, rain, lightning, or any other weather conditions or acts of God.

OTHER THAN THE WARRANTIES SET FORTH ABOVE, SELLER MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE CONDITION, DESCRIPTION, FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR AS TO ANY OTHER MATTER, AND SUCH WARRANTIES SET FORTH ABOVE SUPERSEDE ANY ORAL OR WRITTEN WARRANTIES OR REPRESENTATIONS MADE OR IMPLIED BY SELLER OR BY ANY OF SELLER'S EMPLOYEES OR REPRESENTATIVES, OR IN ANY OF SELLER'S BROCHURES MANUALS, CATALOGS, LITERATURE OR OTHER MATERIALS. IN ALL CASES, BUYER'S SOLE AND EXCLUSIVE REMEDY AND SELLER'S SOLE OBLIGATION FOR ANY BREACH OF THE WARRANTIES CONTAINED HEREIN SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT F.O.B. SHIPPING POINT, AS SELLER IN ITS SOLE DISCRETION SHALL DETERMINE. SELLER SHALL IN NO EVENT AND UNDER NO CIRCUMSTANCES BE LIABLE OR RESPONSIBLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, PUNITIVE, DIRECT OR SPECIAL DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT LIABILITY OR OTHERWISE OR ANY OTHER LEGAL THEORY, ARISING DIRECTLY OR INDIRECTLY FROM THE SALE, USE, INSTALLATION OR FAILURE OF ANY PRODUCT ACQUIRED BY BUYER FROM SELLER.

All claims for shortages, defects, and non-conforming goods must be made by the customer in writing within five (5) days of receipt of merchandise, which writing shall state with particularity all material facts concerning the claim then known to the customer. Upon any such claim, the customer shall hold the goods complained of intact and duly protected, for a period of up to sixty (60) days. Upon the request of Seller, the customer shall ship such allegedly non-conforming or defective goods, freight prepaid to Seller for examination by Seller's inspection department and verification of the defect. Seller, at its option, will either repair, replace or issue a credit for products determined to be defective. Seller's liability and responsibility for defective products is specifically limited to the defective item or to credit towards the original billing. All such replacements by Seller shall be made free of charge f.o.b. the delivery point called for in the original order. Products for which replacement has been made under the provisions of this clause shall become the property of Seller. Under no circumstances are products to be returned to Seller without Seller's prior written authorization. Seller reserves the right to scrap any unauthorized returns on a no-credit basis. Any actions for breach of a contract of sale between Seller and a customer must be commenced by the customer within thirteen (13) months after the cause of action has accrued. A copy of Seller's standard terms and conditions of sale, including the limited warranty, is available from Seller upon request. Copies of the limited warranties covering third-party proprietary sub-assembly modules and private-label products manufactured by third-parties may also be available from Seller on request. **(Rev 1021)**