



End of Life Notification

GEN 1 (Wiworld) Antenna Controller and Mount

Effective Date: August 24, 2015

Products affected: RFM2100, RFM3100, RFM4100, RFM1000, and RFM1100

EOL-20150821-ET1 **End of Life**
ECN-20150821-ET2 **Engineering Change Notification**

Issue: RFM1000 and RFM1100 Antenna Controllers cannot ID Main Satellite on Shaw, DirecTV, and Dish Network systems.

EOL Problem: As of July 24, 2015 all Television Controllers (RFM1000 and RFM1100) manufactured by Wiworld a Korean Company are no longer supported under their warranty agreements (1 year from FOB USA date (July 2013)).

Wiworld offers no support or warranties after 1 year (FOB USA) receipt of product. RF Mogul extended this warranty to 2 years ending all support effective July 24, 2015.

ECN Problem: On August 21, 2015 a primary signal used for identification of satellite 119W was changed to a different signal format. This change has affected the hardware inside the Wiworld controllers which cannot be repaired or updated. A primary component inside the Antenna controller which controls LNB power is no longer available from the IC manufacturer. A software fix for this would require a full rewrite of the fundamental search routines. Our supplier has indicated this would be a 90 to 180 day project and would need to be scheduled in order to begin as the product is no longer covered under support warranties.

Solution: RF Mogul will offer the customer an upgrade path at product base cost. This is about 50% of the suggested retail sale price. No proof of purchase will be necessary. This upgrade offer will end 1 year from the effective date of this document.

Solution: RFM to Eagle Upgrade Warranty. In addition to the “at cost” product upgrade RF Mogul will also include a Limited Life Time warranty to those customers who purchased the RFM to Eagle upgrade.

Important! This Warranty supersedes all other RF Mogul Warranties.

RF Mogul Limited Lifetime Warranty

This warranty applies exclusively to RFM2100/3100/4100 customers who purchased the RFM to Eagle Upgrade package. This warranty is nontransferable and can only be executed by the original purchaser of the upgrade. Effective date of this warranty begins August 24, 2015.

1. RF Mogul will exchange any defective component manufactured by RF Mogul for the entire period of this warranty. *The customer will be responsible for returning the defective component. Any item found to be damaged during or after installation will be charged back to the customer.*
2. All labor or technician charges or fees performed on the customer's vehicle or any other premises including removal or re-installation of a RF Mogul component will be at the expense of the customer.
3. All shipping charges are the full responsibility of the customer. The customer will also assume the liability of the cost of components shipped outside the United States if loss of an item occurs.
4. Customer must register this warranty with proof of upgrade to be valid. This warranty is exclusive to the original purchaser of the RFM to Eagle upgrade and is nontransferable.

End of Warranty

We apologize for any inconvenience's you may have incurred. Because of the shorter than expected life span of this product we want to offer our RFM 2100/3100/4100 customers this "at cost upgrade" and product lifetime warranty as a way of showing our sincerity.

The team at RF Mogul.

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