



FAQs about Oberon

Purchasing Oberon Products

What are the hours of operation? 8 AM EST to 5 PM EST

What is the lead time for Oberon Products? We do our best to maintain stock levels of 50 units on most of our products, but there may be a 4 to 6 week lead time on some products depending on demand. If an item is out of stock we will notify you immediately, and provide a ship date based on the production schedule. In addition, we will do our best to inform you of any delays in production. We are aware of the critical nature of timely scheduled delivery of product. Please advise us if you have special delivery needs based on time critical construction and integration schedules. If you anticipate ordering product over a time period, consider asking your preferred distributor to stock the product.

How do I purchase the Oberon products?

1. You can contact one of our distributors (Anixter, Graybar, CSC, Accu-Tech), which can be found on our website at: <http://www.oberonwireless.com/distributors.php>
2. You can contact one of our regional partners, which can be found on our website at: <http://www.oberonwireless.com/regional-partner-finder.php>
3. You can contact one of our Manufacturer's Rep firms, which can be found on our website at: <http://www.oberonwireless.com/manufacturers-reps.php>
4. You can purchase off of our GSA Contract #GS-35F-0196W on the GSA Advantage Website at www.gsaadvantage.gov
5. Contact Oberon customer service for list price and availability at 814-867-2312 or email sales@oberonwireless.com
6. For Custom designs, OEM or special projects contact Oberon Customer Service at 814-867-2312 or email sales@oberonwireless.com

How do I submit an order? Distributors and Dealers can place orders by fax: 814-867-2314 or email: sales@oberonwireless.com

Is shipping included? Shipping is prepaid and added to invoice, unless customer provides shipper's account number to bill the shipping costs too.

Is there a minimum purchase required? No

Can I evaluate the product before purchasing it? Yes, we offer a 30 day evaluation for \$0, after 30 days the units can be returned and if they are not returned after 30 days, an invoice will be sent out.

How are the products shipped? All standard orders ship via UPS GROUND unless otherwise directed/requested. If you would prefer a specific freight carrier please specify when ordering. Requesting carriers other than UPS may cause delays in order processing. We can ship your order via 3rd party collect. In order to ship 3rd party, your account number along with the billing zip code is required prior to shipment; please specify your requested carrier and information on your PO.

Where are the products shipped from? Oberon has 3 warehouse locations – State College, PA; New Kensington, PA; Topton, PA. Orders with multiple line items may ship from multiple locations.

Is there a drop ship fee? No

How do I check the status of an order? You can check the status of any order by sending an email to sales@oberonwireless.com and include your name, company name and PO# or you can call 877-867-2312 and speak with any customer service representative.

What are cutoff times for ordering? Orders submitted before 1:00 PM Eastern Standard Time usually ship the same day. Orders submitted after 1:00 PM Eastern Standard Time will ship the next day. All shipments (both Ground and Express) are subject to stock and availability in/from each location. Truck shippable items may take a minimum of 24 hours to process and schedule a pick up.

Can I purchase your products internationally? For international sales, please contact one of our distributors – Anixter (www.anixter.com), Graybar (www.graybar.com), CSC (www.gocsc.com), or Accu-Tech (www.accu-tech.com)

Choosing the proper equipment enclosure

How do I choose the proper enclosure for my wireless access point? On our website you will find our “Enclosure Selection Guide” from here you would select your AP manufacturer and then select the model of your AP and this will bring up a list of our enclosures that will work with your AP

Using Oberon Products

What vendor’s access points and switches can be used in Oberon products? Oberon has a wall and ceiling mounting solution for virtually all networking products. You can use the “Enclosure Selection Guide” on Oberon’s homepage to assist in finding the right product.

Are Oberon products “plenum rated”, or designed for installation above the suspended ceiling? Most of Oberon’s products are designed to satisfy National Electric Code paragraphs 300-22 and 300-23 for installations in the air handling space above an acoustic or suspended ceiling. Most of the products are steel and aluminum, with some UL classified plastic components. The specification sheet will clearly indicate if the product is designed to satisfy National Electric Code for installations above the suspended ceiling.

Are Oberon products UL listed? Most of Oberon’s products are UL50 listed. The specification sheet will indicate if the product is listed. Oberon’s UL file number is: E249360

Have Oberon products been tested to UL2043 for heat and visible smoke release? Yes, two of Oberon’s ceiling mounting product, have been tested to, and pass, the UL2043 test for heat and visible smoke release. These are the Models WC-AP1250-X and WC-AP1240-X. A test report is available for both.

How are the ceiling products installed? The ceiling products are designed to be supported by support wires, cables or threaded rods, independent of the ceiling support gridwork. These support wires should be attached to building structural members, not the ceiling tile support wires or gridwork. Support systems can be found at: <http://www.oberonwireless.com/wifi-land-cables-and-connectors.php>

Does Oberon have anchorage and installation drawings approved by the California Office of Statewide Health Planning and Development (OSHPD)? Yes, many of the products have an OSHPD number and installation drawing. See the individual specification sheets for OSHPD drawings.

Electrical wiring, if required, should be performed by a qualified electrician

Does Oberon have enclosures for outdoor use? Yes Oberon's Model 1024-00 is an aluminum NEMA 4 enclosure designed for wireless access points with detachable antennas. Antennas are mounted on the exterior. Oberon's Model 1025-00 is a fiberglass reinforced NEMA 4 enclosure for access points with non-detachable antennas.

Can Oberon customize products? Yes

Payments/Terms

What methods of payment do you accept? Visa/Mastercard, Government Purchase Card, or Purchase Order

How do I establish credit terms? Upon approval of your credit application, Oberon offers Net 30 day terms. Please contact sales to receive a credit application. Sales can be reached at 877-867-2312 or sales@oberonwireless.com

What is the remit to address for payments?

Oberon, Inc

Attn: AR/AP

1315 S. Allen Street, Suite 410

State College, PA 16801

Note: Please include a copy of invoice

Warranty and Return

What is the Oberon warranty? Limited Warranty – Equipment manufactured by Seller -Seller warrants to Buyer that the equipment will be free of defects in materials and workmanship for a period of one (1) year from the date of shipment. This warranty shall not apply to any equipment, which is misused, or for any damage to the equipment resulting from improper installation or operation, vandalism, acts of God, or any other cause beyond reasonable control of the seller. This warranty shall be void if the equipment has been altered, tampered with, or repaired by a party other than the Seller or its authorized representative. In the event of equipment failure within the warranty period, Seller will repair or replace the defective equipment, at its option, provided that Buyer notifies Seller and obtains a RMA number prior to returning the equipment to Seller. Defective equipment must be returned, shipping prepaid, to the Seller's specified address. The warranty on repaired or replaced equipment will be the balance of the original Equipment Warranty. This Warranty Is In Lieu Of All Other Warranties, Express or Implied, Including, Without Limitation, Statutory Warranties or Warranty of Merchantability or Fitness for a Particular Purpose. Seller's sole liability and buyer's sole remedy hereunder will be repair or replacement of the Equipment as provided in this agreement. Other Equipment -Seller will pass through to Buyer all original Manufacturers' Warranties that may apply to the equipment. Seller may, at its option, process warranty requests by the Buyer to the Original Manufacturer, or refer the Buyer to the Original Manufacturer. Seller is not responsible for any warranty-related issues.

Can products be returned? Yes, there is a 20% re-stocking fee for enclosure products and a 10% re-stocking fee for all other products. Special orders, custom configured, modified, or cut to length products are not returnable. After 90 days, no returns or exchanges will be accepted. Under no circumstances will Oberon be liable for any incidental, consequential, special or exemplary damages. Customer shall insure return shipments for value of product returned. Customer shall be responsible for legal and other fees associated with collection of payments to Oberon which are past due.

What if products are damaged while in transit? If an item is damaged during shipping please notify the delivery driver immediately. All items must be inspected at the time of delivery. Any failure to notify Oberon of a damaged product within 5 days of receipt may forfeit your claim to the shipping company. Customer is responsible to retain all packaging material required for inspection by shipping carrier. Failure to do so may result in denial of your claim. Even if you suspect only damage, write "possible concealed damage" on the freight bill. With this statement you will be able to file a claim with the shipping company should you later discover damage.

Buying off of the GSA Schedule

Does Oberon carry products on a GSA Schedule? Yes, most of Oberon's products are on Oberon's GSA Schedule. The Oberon catalog can be found at www.gsaadvantage.gov, contract # GS-35F-0196W

How are products purchased on GSA Schedule? Buyer selects product at www.gsaadvantage.gov. A Government purchase card can be used to make purchases up to \$500,000 (\$200 minimum order). Products are shipped FOB Destination. Please review GSA contract terms and conditions.