AT&T Business

AT&T Internet Air® for Business 5G Gateway—BGW830 User Manual

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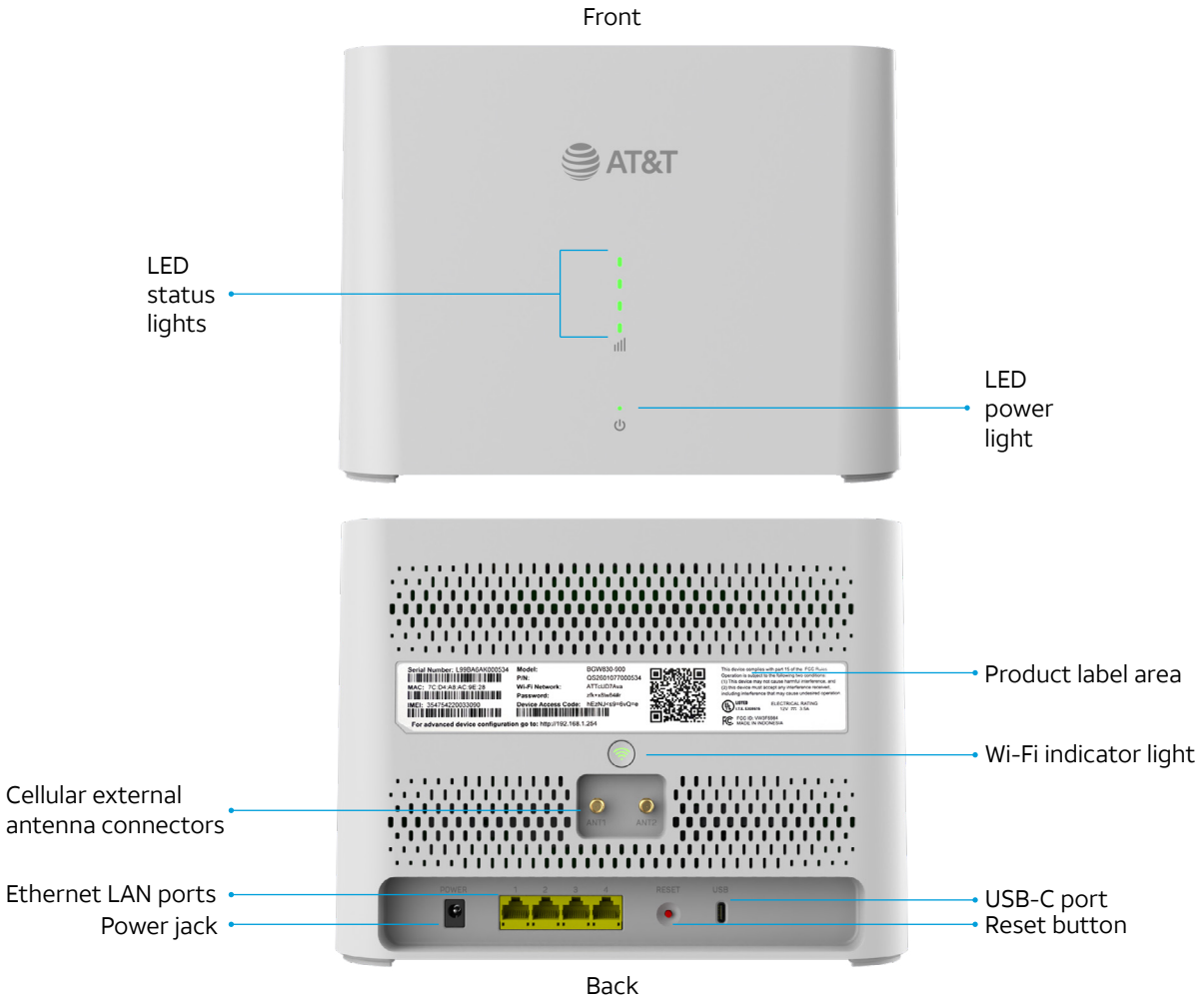

Getting started

This section will provide an overview of the AT&T BGW830, help you set it up, and get you started with basic operations.

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Introduction

Thank you for purchasing your new AT&T BGW830.

About the user guide

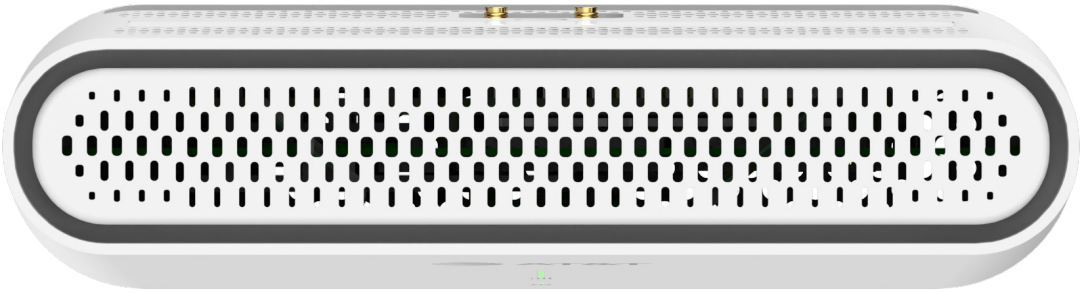
The following topics explain how best to use this guide to get the most out of your AT&T BGW830.

Before using your AT&T BGW830

Read the Safety Information Guide that came with your AT&T BGW830 thoroughly.

Descriptions and illustrations in the user guide

Descriptions in this guide are based on the AT&T BGW830 default factory settings. Please note that screenshots and illustrations in this guide have been simplified for clarity and may appear slightly different from the labels, user interfaces, and graphics on your AT&T BGW830. The content is the same.



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Setting up your AT&T BGW830

The following instructions provide you the information you need to set up your AT&T BGW830 for the first time.

Placing your AT&T BGW830

Find a spot for your AT&T BGW830 that has the strongest signal available. To do this, you'll need to use the signal locator tool on a cellular device. There are two ways to access this:

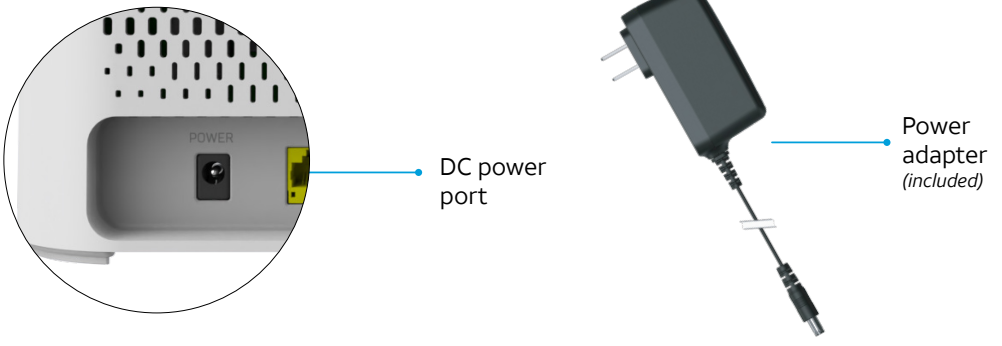
- Go to **https://aiab-signal.att.com**
- Scan the QR code

Once you're there, follow the prompts.

Powering up and getting connected

Plug in the AT&T BGW830

Using the power adapter (included), plug in the AT&T BGW830 by inserting the connector at the end of the power cable into the DC power port. Then plug the power adapter into your electrical outlet.



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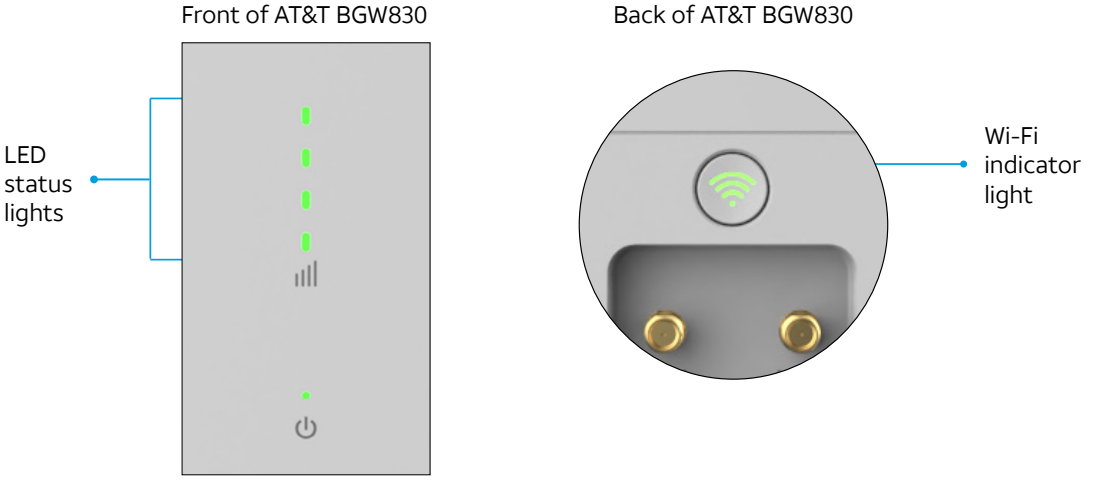
Once the AT&T BGW830 is plugged in, the bottom power light will come on first. Then the LED status lights will turn solid. Then the Ethernet connection will be established, followed by Wi-Fi. This sequence will take approximately 3 - 5 minutes.

Verify cellular network signal status

Once the AT&T BGW830 is powered up, you'll need to verify that it's receiving a cellular network signal.

The 5G or 4G LED status lights will be solid green when the AT&T BGW830 is receiving a strong cellular network signal.



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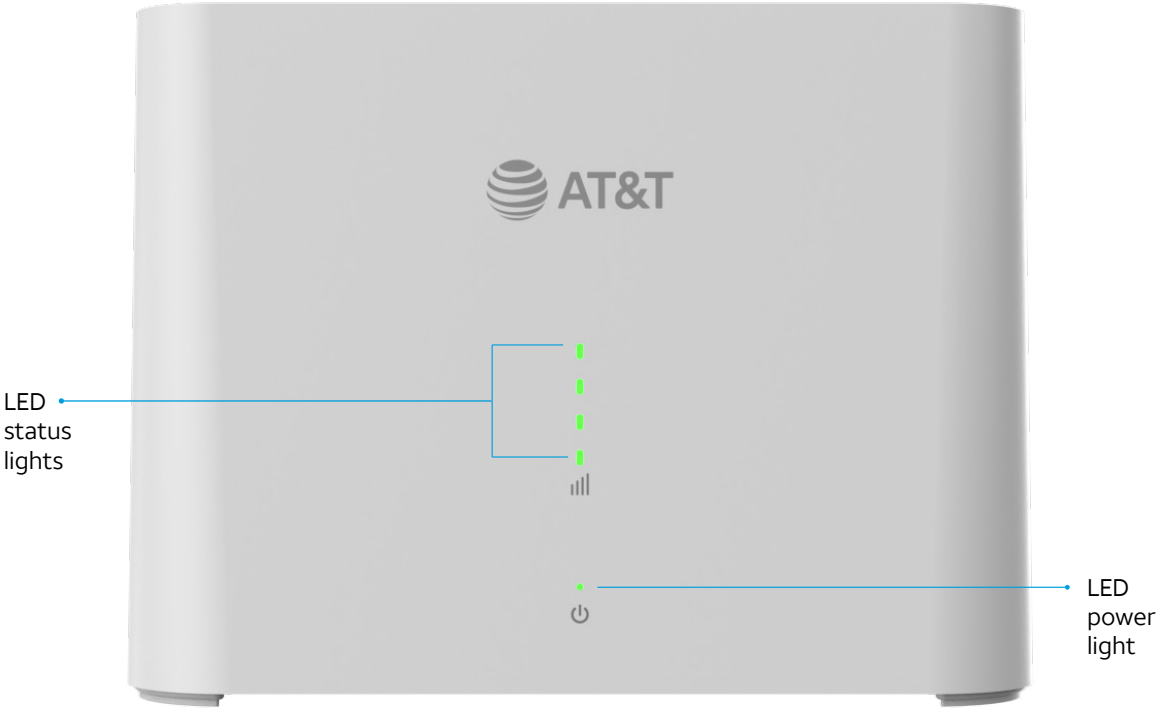
Status lights—front

The front of your AT&T BGW830 has five lights: one power indicator and four signal indicators.

Power light

- Green (solid): Your AT&T BGW830 has power.
- Red (solid): Your AT&T BGW830 has an error. Check the LED status lights to find the error code (see instructions on pages 13 - 14) and call Customer Care at **866.975.0068**.



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Status lights—back

The Wi-Fi button light indicates the status of your Wi-Fi. You'll find it on the back of the AT&T BGW830.

- Green means Wi-Fi is turned on.
- No light means Wi-Fi is turned off (wired devices will still be connected).

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LED status lights

The status lights located on the front of the device and the Wi-Fi button light on the back indicate the status of the AT&T BGW830's signal strength.

You have a **poor signal.** The AT&T BGW830 status lights will show one green LED. You will need to move the AT&T BGW830 to a better location (e.g., closer to a window or an exterior wall, up high, away from other electronics) where you get more green LEDs.

You have an **OK signal.** The AT&T BGW830 status lights will show two green LEDs. You will need to move the AT&T BGW830 to a better location (e.g., closer to a window or an exterior wall, up high, away from other electronics) where you get more green LEDs.

You have a **great signal.** The AT&T BGW830 status lights will show three green LEDs. You can **activate** the AT&T BGW830 with this signal strength or higher.

You have the **best signal.** The AT&T BGW830 status lights will show four green LEDs. You can **activate** the AT&T BGW830 with this signal strength.

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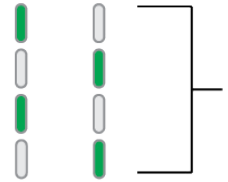
LED status lights

AT&T BGW830 LEDs	Color	Meaning
	Off Off Off Off	Your AT&T BGW830 is starting up
	Solid green	Power is on
	Solid green	Wi-Fi is on
	Chasing green LEDs	As your AT&T BGW830 powers up or resets, the power indicator light will come on. The chasing green LEDs above the power light will turn solid green once the device has connected via the best signal it can find. Please stand by.
	Solid green Solid green	

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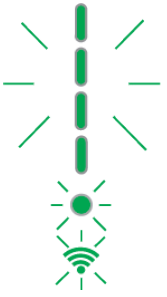
LED status lights

AT&T BGW830 LEDs	Color	Meaning
	Solid green Solid green Solid green Solid green Solid green Blinking green	If you have no Wi-Fi signal, but all the LEDs are green and the Wi-Fi is blinking green, the AT&T BGW830 is performing an update. Please stand by for 3 - 5 minutes. If the Wi-Fi signal remains inactive, you will need to restart the device.
	Blinking green Blinking green Blinking green Blinking green Blinking green Blinking green	Your AT&T BGW830 is going through a factory reset. Please wait while it starts back up.
	Solid green Solid green Solid green Solid green Solid green Off	Wi-Fi is off

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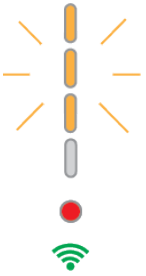
LED status lights

AT&T BGW830 LEDs	Color	Meaning
	Blinking amber Off Off Off Solid red Solid green	**E004.** No IP address from network.
	Blinking amber Blinking amber Off Off Solid red Solid green	**E400.** SIM error.
	Blinking amber Blinking amber Blinking amber Off Solid red Solid green	**E403.** Wireless 5G/LTE authentication failure.

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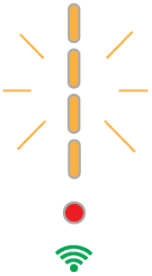
LED status lights

AT&T BGW830 LEDs	Color	Meaning
	Blinking amber Blinking amber Blinking amber Blinking amber Solid red Solid green	**E013.** DNS down.
	Off Off Off Off Solid red Solid green	**E405.** Wireless 5G/LTE connection not detected.
	Off Off Off Off Solid red Solid green	**E009.** High temp warning. If this occurs but the device is not restarting or has not recently been moved, this could indicate the device may be overheating. Try unplugging the device to allow it to cool or relocate it away from any heat or sunlight.

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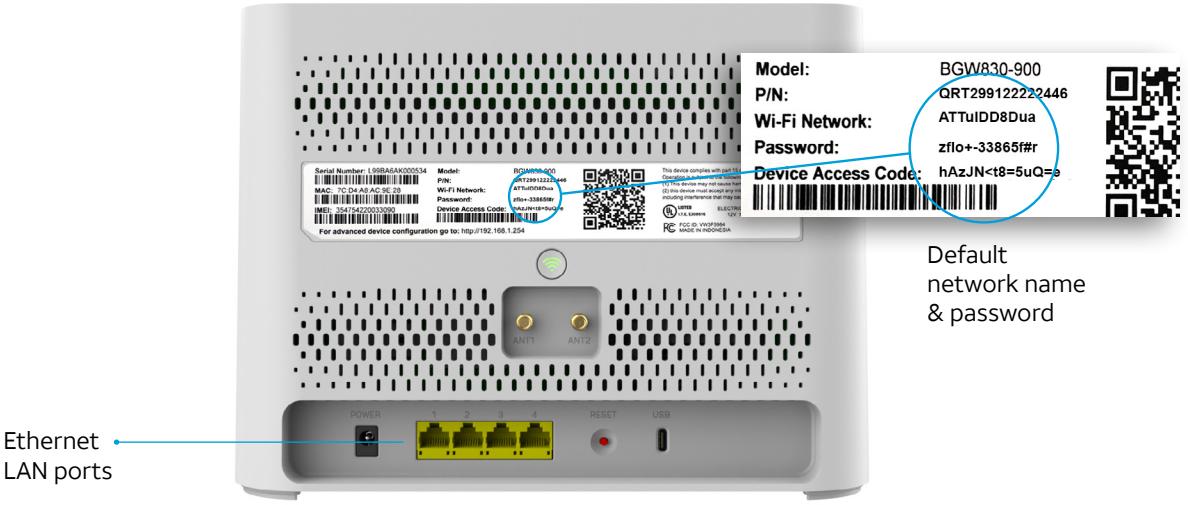
Connecting your devices

You can connect your devices to the AT&T BGW830 via Wi-Fi or Ethernet.



Connect using Wi-Fi

The default network name and password can be found on the label on the back of the AT&T BGW830.

- Enter the network name and password in your device's Wi-Fi login settings, then select **Login**.

Connect using Ethernet

- Connect the Ethernet cable (sold separately) to any of the four Ethernet LAN ports located on the back of your AT&T BGW830.
- Connect the other end to the Ethernet port on your computer, laptop, or other device.
  Note: For best results, use a Cat-6 Ethernet cable or higher.

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Basic operations

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Here is a basic guide to the AT&T BGW830 web UI menu and functionality

Main menu	Device	Broadband	Main network	Firewall	Diagnostics
Sublist	Status Device list System info Access code Remote access Restart device	Status Configure Mobility status	Status Configure IPv6 Wi-Fi MAC filtering Subnets & DHCP IP allocation	Status Packet filter NAT IP passthrough Firewall advanced	Troubleshooting Speed test Logs Update Resets Event notifications NAT table Backup & restore
Purpose	View status, view devices connected, change web UI access code, and restart device.	View status, configure APNs, and unlock SIM.	Customize your Wi-Fi settings for your main and guest networks. View statistics, status, and current parameter settings.	View and configure your security settings including your firewall, IP passthrough, and NAT.	Test your AT&T BGW830 to ensure it is functioning at its optimal performance level.

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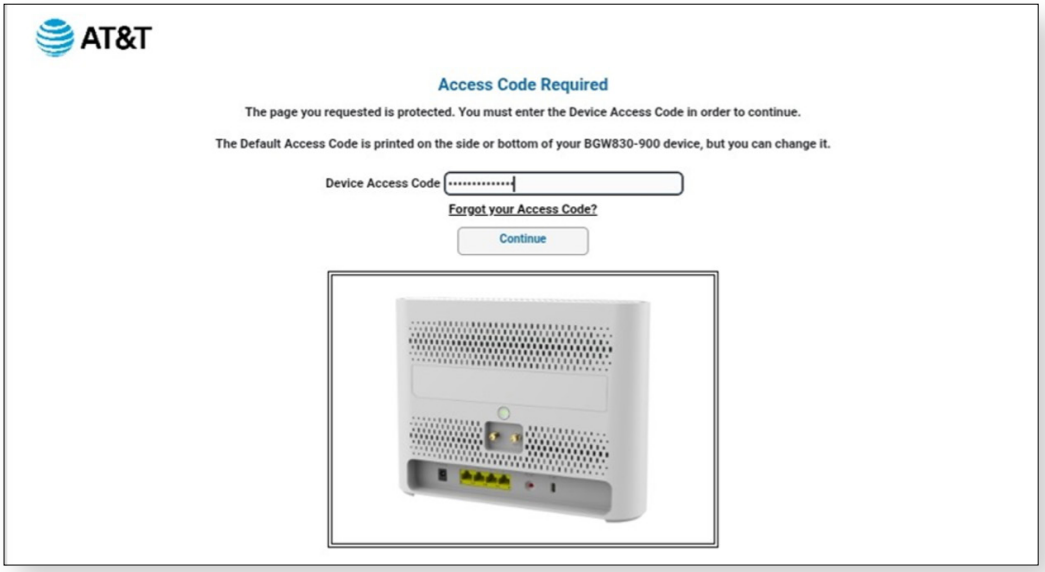
Customizing your AT&T BGW830 settings and checking status

To customize your AT&T BGW830 settings (e.g., change the network name and password) and check the status of your device, use the web user interface (web UI).

Web UI login

1. Use your preferred browser to access the web UI at **http://192.168.1.254**.
2. Enter your device access code, which can be found on the back of the device below the Wi-Fi network name and password.
3. Select **Continue**, and it will take you to the AT&T BGW830 web UI.

Note: The default device access code (admin) can be changed by accessing the web UI. If the access code was changed and forgotten, utilizing the default access code will allow access into the web UI.



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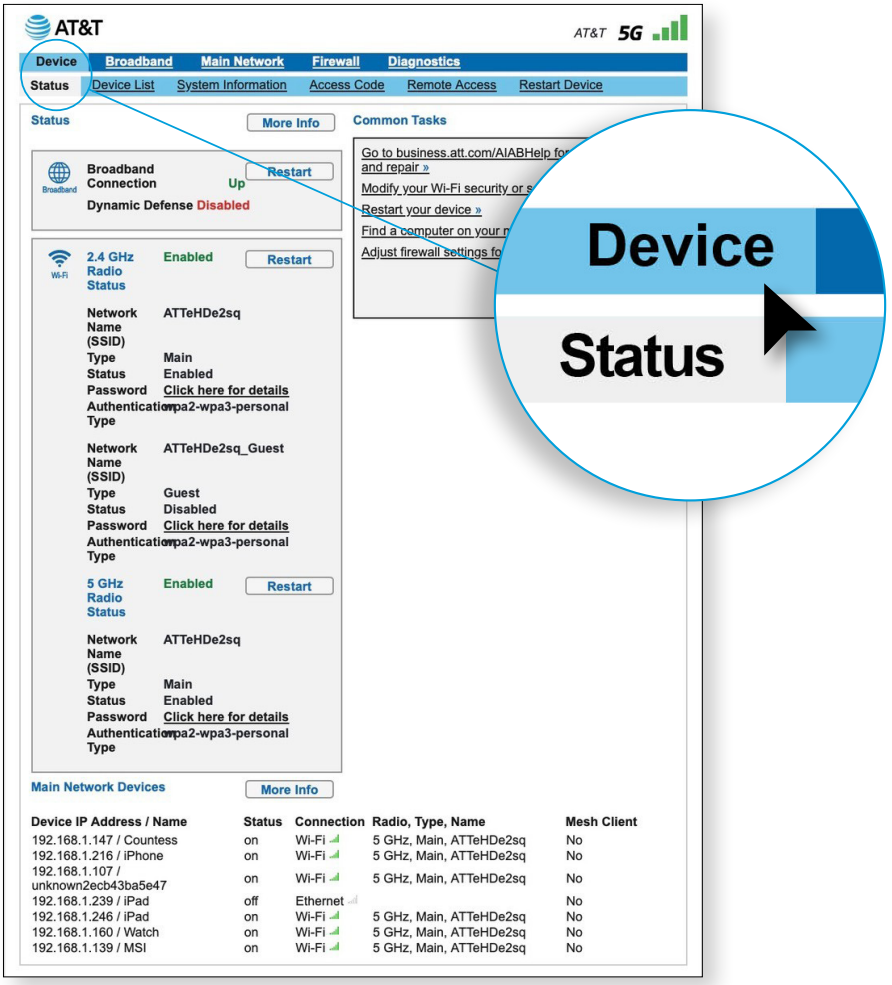
Utilize the dashboard to view your AT&T BGW830 status or change configurations.



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Main menu	Device	Broadband	Main network	Firewall	Diagnostics
Sublist	Status Device list System info Access code Remote access Restart device	Status Configure Mobility status	Status Configure IPv6 Wi-Fi MAC filtering Subnets & DHCP IP allocation	Status Packet filter NAT IP passthrough Firewall advanced	Troubleshooting Speed test Logs Update Resets Event notifications NAT table Backup & restore
Purpose	View status, view devices connected, change web UI access code, and restart device.	View status, configure APNs, and unlock SIM.	Customize your Wi-Fi settings for your main and guest networks. View statistics, status, and current parameter settings.	View and configure your security settings including your firewall, IP passthrough, and NAT.	Test your AT&T BGW830 to ensure it is functioning at its optimal performance level.

For example, for device access code modifications, you would do the following:

1. On the web UI, select **Device**.
2. This will bring up a sublist that supports:
   - Status
   - Device list
   - System info
   - Access code
   - Remote access
   - Restart device
3. Within **Access Code** you will find the ability to customize your access code.

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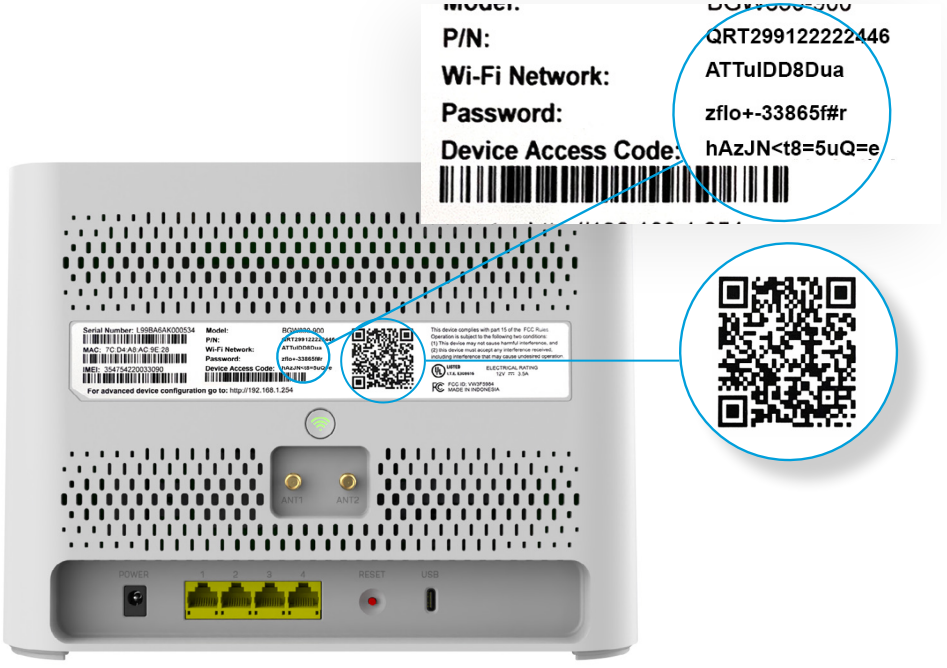
Find Wi-Fi info

Get your Wi-Fi name and password in two simple ways:

- Look for a sticker with your Wi-Fi name and password on the back of the AT&T BGW830.
- QR code: Use your mobile device to automatically connect devices to your AT&T BGW830.
  - » If you customize your password, this QR code will not work.



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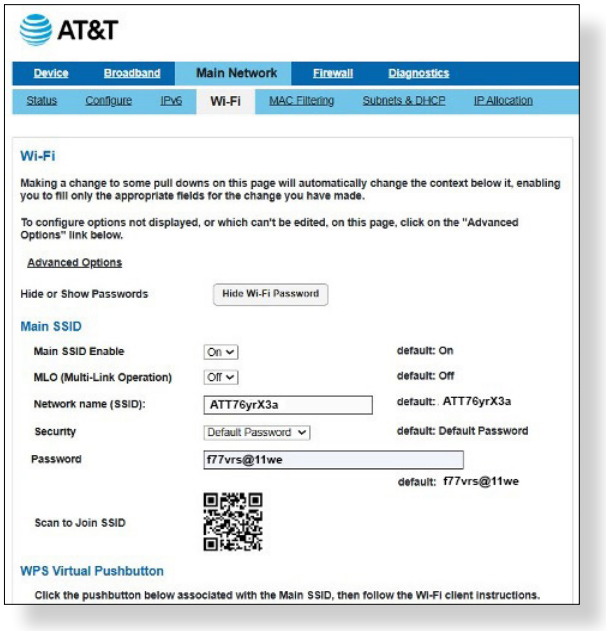
Change Wi-Fi name



1. Sign in to the AT&T BGW830 web UI at **http://192.168.1.254**.
2. Scroll to the **Main Network** and choose **Wi-Fi from the sub-list**.
3. Scroll to Main SSID (this is your main Wi-Fi network name). You will see the default name to the right of **Network Name**.
4. Enter your desired main Wi-Fi network name.

Change Wi-Fi password

1. Locate **Main SSID** password within the **Main SSID** section (this is your Main Wi-Fi account).
2. Locate the **Security** tab that currently shows Default Password. Click the down arrow and select **Customer Password**.
3. Under **Password** you will see the existing default password. Here, input your new strong password. For your security: AT&T recommends using a strong Wi-Fi password to help protect your network. A strong password includes at least 12 characters, with one uppercase letter, one lowercase letter, one number, and one special character.
4. **Note:** Ensure you have both the new Wi-Fi name and password recorded in a safe place, as your device will reboot at this time and you will be locked out if you don't have your new login info.
5. Confirm the new name and password by scrolling down and selecting **Save**.
6. New screen will pop up, select **Confirm**.
7. This will take you out of the device. You will now need to log in again in using the new Wi-Fi name and password.

Once you finish making changes, reconnect your Wi-Fi devices with the updated network information.

This reset will also boot you off the web UI. To make any further network adjustments—such as managing Wi-Fi network security, changing guest Wi-Fi password, or any other features you would configure on the web UI—you will have to log back in at **http://192.168.1.254**.

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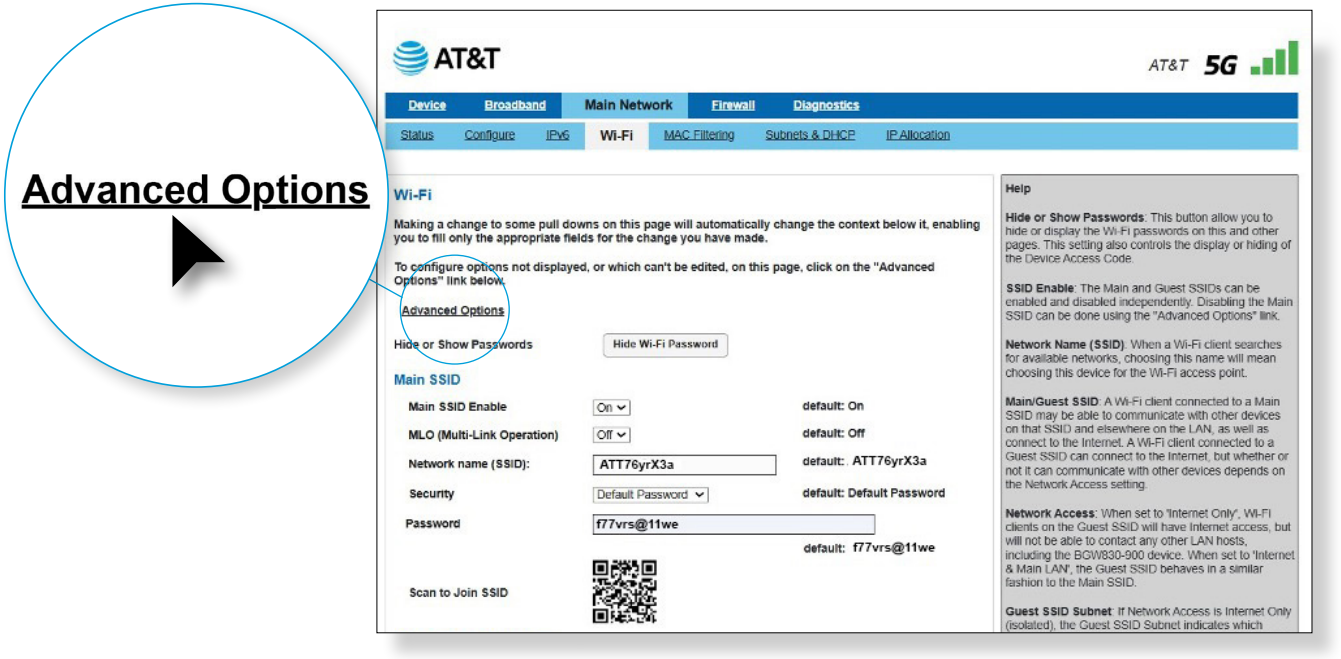

Manage Wi-Fi security

Your AT&T BGW830 comes with the security on. If it was turned off here's how to turn it back on. You can modify both the **Main SSID** and the **Guest SSID** at the same time if you choose.

1. Go to your AT&T BGW830 web UI: **http://192.168.1.254**.
2. Enter the **Device Access Code** on your hub.
3. Select **Main Network**, then **Wi-Fi**.
4. Select **Advanced Options** which is underlined at the top of this page.
5. Do the following for both the 2.4 GHz and 5 GHz Wi-Fi Configuration sections:
6. Go to **Security**. If it shows **Off-No privacy**, click the drop-down arrow and select **WPA-Default Password** to restore your factory security setting.
7. Select **Save**.
8. Ensure you have the Wi-Fi name and password as your device will reboot at this time.

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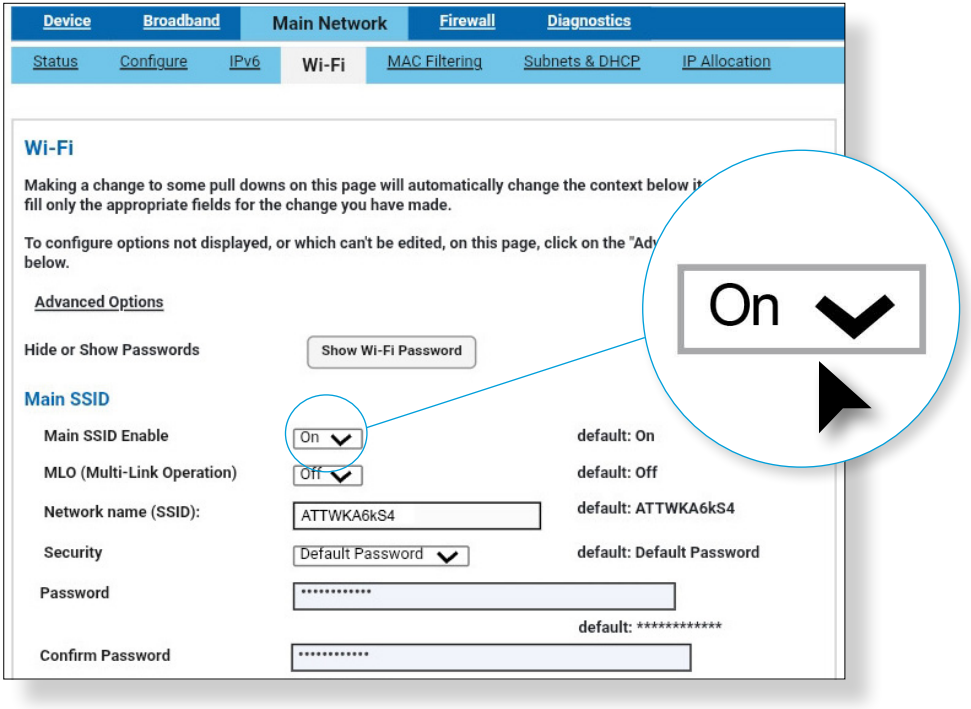
Turning Wi-Fi on and off

You can only turn your Wi-Fi on or off by going into the web UI and deactivating the Main SSID by selecting **Off** in the drop down. Turning off Wi-Fi will sever the internet connection for all devices not directly plugged into your AT&T BGW830 via Ethernet.

You can also turn off select Wi-Fi networks (e.g., the guest network) by going into the web UI.



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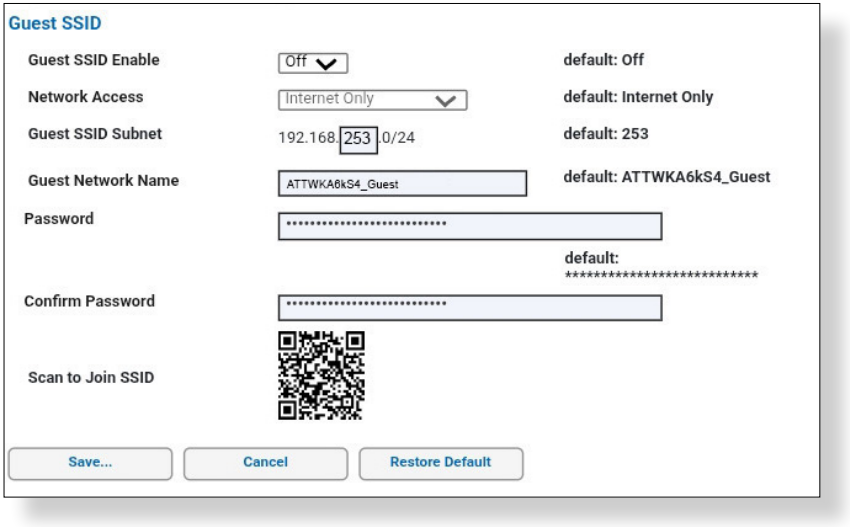
Enabling guest Wi-Fi

Your AT&T BGW830 comes with the guest SSID (Wi-Fi) disabled. To enable this connection please do the following:

1. Go to Main Network and Wi-Fi on the sublist.
2. Towards the middle of this screen, you will see guest SSID enable with Off currently in the box. Click on the box and you will have an on/off option to select.
3. Scroll to the **Guest Network Name** and you will see the existing default guest network name inside the box. Modify this name for your guest Wi-Fi. This is what will show up to your users of this Wi-Fi connection.
4. To change the default password for the guest SSID (Wi-Fi) look at the next row below **Guest Network Name** and you will see the password with the default guest password showing. Enter your new strong password. For your security: AT&T recommends using a strong Wi-Fi password to help protect your network. A strong password includes at least 12 characters, with one uppercase letter, one lowercase letter, one number, and one special character.



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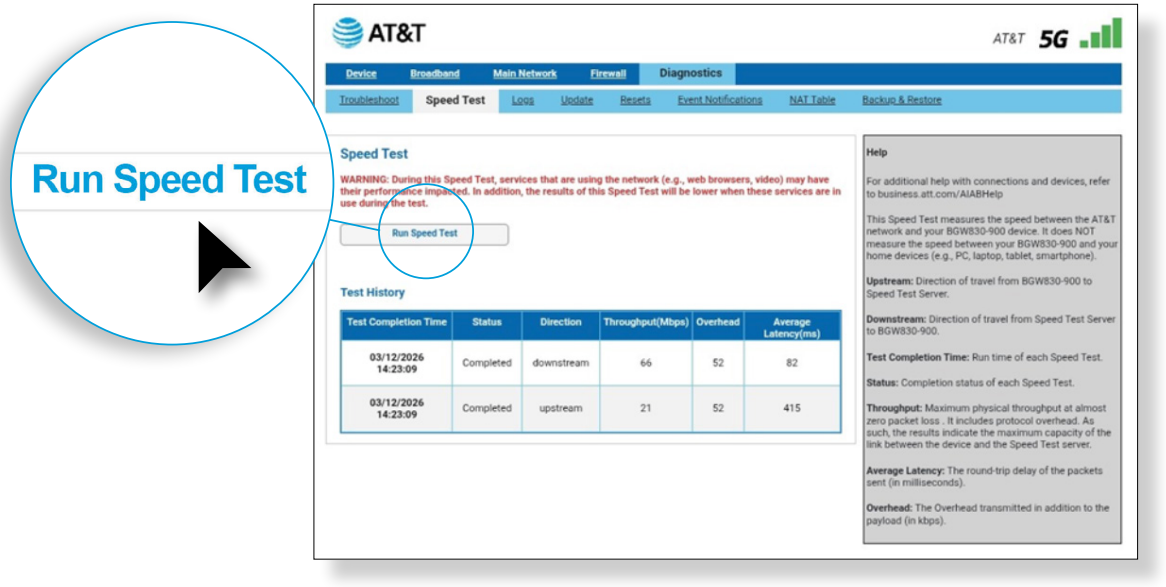
Speed test

The speed test can be found on the web UI under Diagnostics.

Select **Run Speed Test** and you will see the time, status, direction (downstream, upstream), throughput in Mbps, overhead, and average latency.



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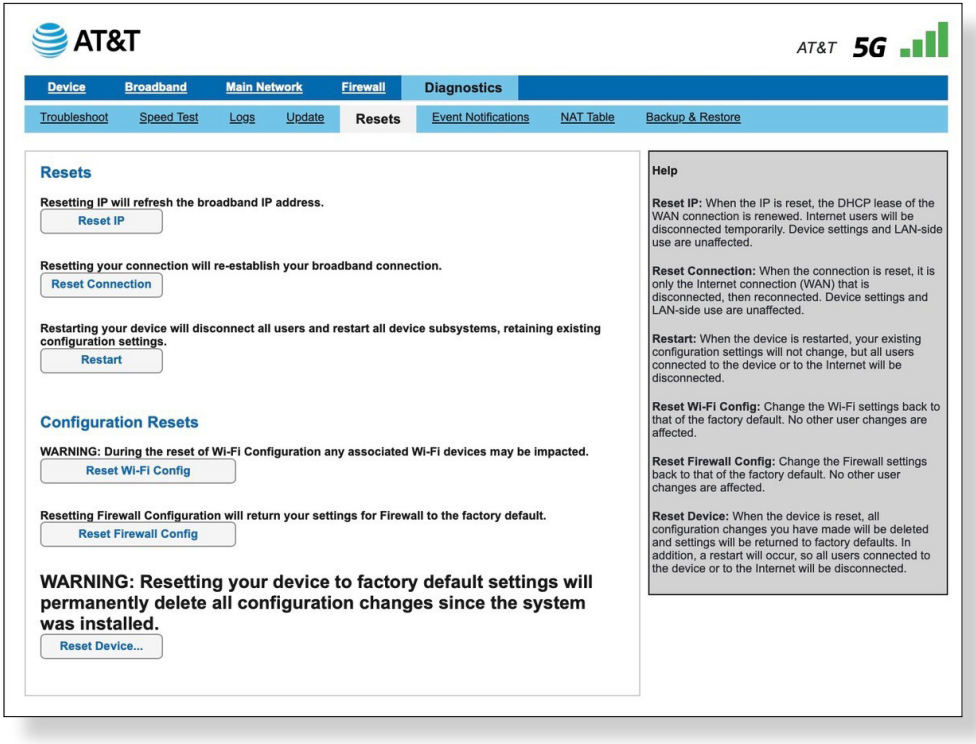
Factory reset

Reset your device to original factory settings.

- **Warning: Performing a factory reset will restore the original factory settings, and any customer configurations on the device will be lost.**

The factory reset can be found in the web UI, under Diagnostics, select **Resets**. The factory reset is the button entitled **Reset Device** at the bottom of the page. Once enabled, it takes approximately 3 - 5 minutes for your device to power off and all the configurations to return to the original factory device settings. **Note:** This will permanently delete all configuration changes since the system was installed.



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Advanced settings

Hide network name for main Wi-Fi

Important: Before proceeding with this process, be sure to store your Wi-Fi network name and password in a safe location. You'll have to manually enter them after your network name is hidden. Then, choose your equipment type to get detailed instructions.

Go to your AT&T BGW830 web UI.

1. Select **Main Network**, then **Wi-Fi**.
2. Enter the **Device Access Code** on your AT&T BGW830.
3. Select **Main Network**, then **Wi-Fi**.
4. Select **Continue**.
5. Choose **Advanced Options** in the **Wi-Fi** section.
6. Scroll to the **2.4GHz Radio** or **5.0GHz Radio** section.
7. Keep scrolling to the **Main SSID** or **Guest SSID**.
8. Next to **Hide Network Name**, choose **On** from the dropdown.
9. Select **Save**.
10. This will hide the Wi-Fi network name from being broadcast locally.

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MAC address filtering

By enabling this feature, you can limit Wi-Fi access to your device to a select group of Wi-Fi clients based on their unique Ethernet (MAC) address. This makes your connections more secure. When you turn on MAC address filtering, only devices that you select can connect to your network.

- **Note:** Make sure you have the MAC address for each device you want to access your Wi-Fi network. Every device will have its own process to find its MAC address. Check your service documentation or manufacturer's website for detailed instructions.

1. Go to the AT&T BGW830 web UI:
   - **192.168.1.254**
2. Enter the **Device Access Code** from your hub.
3. Select **Main Network**, then **Mac Filtering**.
4. Go to the **MAC Filtering section** and select **Enabled** for the radio you want to turn on MAC filtering.
5. In **Mac Filter Entry**, either:
   - Select your devices' **MAC addresses**.
   - Enter the **MAC address** in the **Manual Entry** field (repeat as needed).
6. Choose **Add**.
7. Select **Save**.

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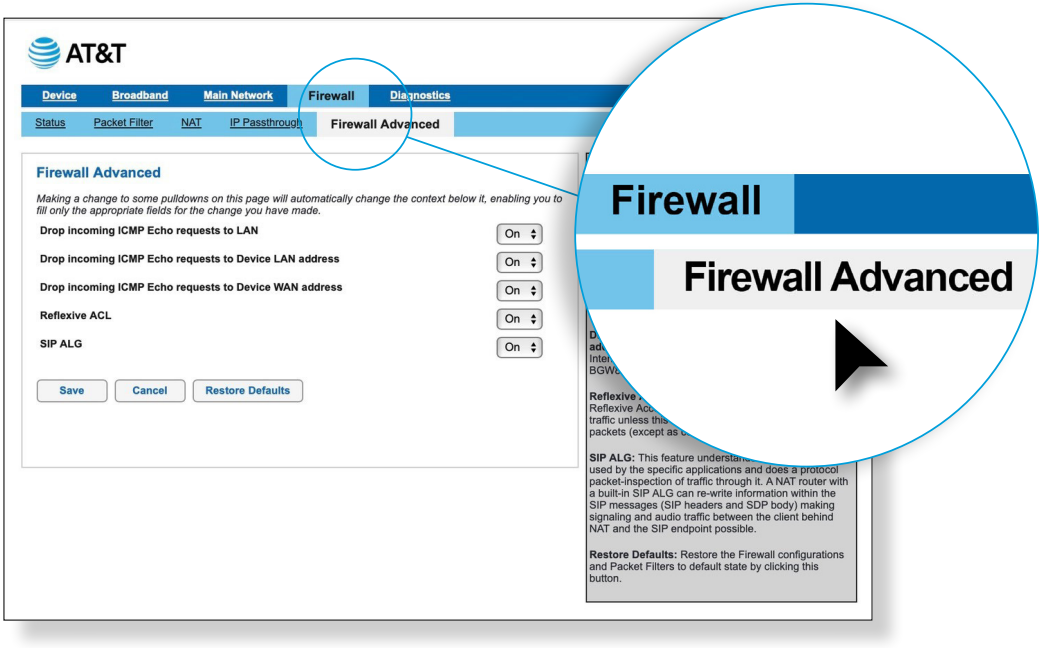
Firewall functionality

This interface allows a customer to enable packet filter, IP passthrough, NAT default service, and advanced firewall settings. Each of these functions will have a direct impact on the connectivity of your device. Do not make changes to these pages unless instructed by your service provider or security specialist.

- **Packet Filtering:** Allows customers to set up a packet filter to either pass (forward) or drop packets if they match the criteria in this rule.
- **NAT:** Allows users to have services forwarded directly from the internet to a particular device.
- **IP Passthrough:** Is commonly used to assign a WAN IP address to a selected LAN client
- **Firewall Advanced:** Modify ICMP echo requests, reflexive ACL when IPv6 is enabled, SIP ALG understands the SIP protocol used by specific applications.



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FAQs, technical specifications, troubleshooting

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Common issues

Troubleshooting

Check below for solutions to common problems you may experience.

Problem: My device is unable to connect to the AT&T BGW830 Wi-Fi network.

- **Solution:** Check to make sure Wi-Fi is enabled on your device and the Wi-Fi LED is solid green on the AT&T BGW830. If the LED is red, you may need to power off and on your AT&T BGW830. You may also check to see if the device is on the Blocked Devices List.

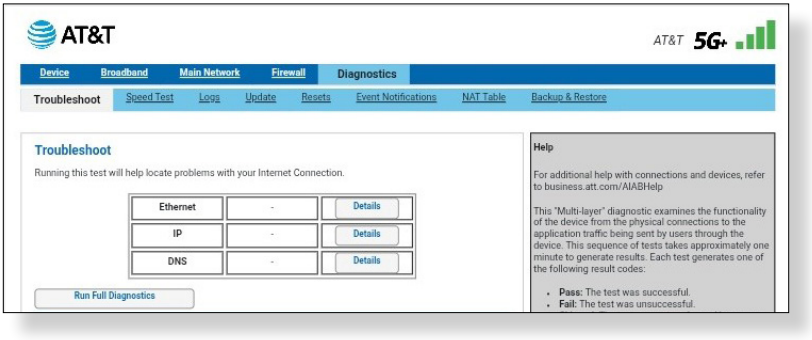
Problem: A web page is loading slowly or won't load at all.

- **Solution:** Check the signal strength using the 4G and 5G LED indicators on the AT&T BGW830. When it is not receiving a cellular signal, all four main lights will be off and power light will be red. Connecting an external antenna or repositioning your AT&T BGW830 to an area with better cellular coverage (e.g., closer to a window or external wall, or up higher) may improve your experience.

Problem: I forgot my web UI admin password.

- **Solution:** If you haven't changed the password from the default, it can be found on the label on the back of the AT&T BGW830. You can also complete a factory reset to reconfigure the password back to the default, see "Factory reset" on page 27.

If you need additional assistance, please call **800.331.0500** or go to the AT&T device support page **att.com/AIABhelp**.



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Specifications

The following table lists your AT&T BGW830 specifications.

Specifications	Description
Model	AT&T Internet Air® for Business 5G Gateway—BGW830
Cellular	Qualcomm® X72-0, quadcore A55 2.0GHz
Frequency bands	B2, B5, B12, B14, B29, B66. Support for n2, n5, n14, n66, n77 (3.7 - 3.98GHz and 3.45 - 3.55GHz)
Wi-Fi	Wi-Fi 7 dual band 2.4/5GHz 4x4/4x4 (160MHz)
Certifications	FirstNet certification, EasyMesh
Dimensions	263mm (W) x 192mm (H) x 72mm (D)
Weight	950g (approx.) excl. PSU
Antenna	Two (2) external SMA for third party cellular antenna
Operating temperature	0ºC - 41.7ºC (32º - 107ºF)
Humidity	5% to 95% humidity
Ports	Four (4) Gigabit Ethernet LAN ports, One (1) USB-C port
Power output	DC 12.0V/3.5A
Power input	100 - 240V AC

Band external antenna max gain limit (dBi)

- B/n2 : 3.4
- B12 : 1
- B/n66 : 3.6
- B/n5 : 2.8
- B/n14 : 1.9
- N77 : 2.8

Use the product in the environment as specified above.

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Regulatory agency identification, safety precautions, and warranty information

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FCC regulations

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Modifications

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

FCC responsible party:

Sagemcom Broadband SAS
4 Allee des Messageries, Bois-Colombes, France 92270
+33157613899

FCC ID: VW3F5984

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Radio Frequency Interference Statement Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC regulations restrict the operation of this device to indoor use only. The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft.

FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This device produces radio frequency energy in the 700 MHz, 800 MHz, 1.7 GHz, 1.8 GHZ, 2.4GHz, 3.4 GHz to 3.9 GHz and 5 GHz spectrum. The antenna must be positioned to keep a minimum distance of 20 cm from the radiating element to any nearby person.

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Disposal and recycling

Do not dispose of the AT&T BGW830 in a household garbage bin. This product must be taken to specific collection places or sites. You can learn more about how to recycle your device by visiting the CTIA website at: **CTIA - How to Recycle Your Mobile Device**.

Safety precautions

When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons including the following:

1. Do not use this product near water and avoid contact with moisture. For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool. Care should be taken so that liquids are not spilled on this equipment.
2. This equipment is for indoor use only, do not place or install in an outdoor location.
3. Place the equipment on a firm, solid surface, at least 20 cm away from any other items. If you place the equipment on something unsteady, the equipment may fall and be damaged. If you place the equipment on a soft surface, such as a rug, sofa, or cushion, the vents on the equipment may be blocked, causing the equipment to overheat.
4. Never insert objects into the vents of this equipment as this can result in the risk of electrical shock or fire.
5. As the power adapter is the only way to connect to the electrical network, the product must be installed near an easily accessed power outlet.
6. This equipment should only be operated with the type of power supply (Voltage and Current) indicated on the marking label, the one provided with the AT&T BGW830. The socket-outlet should be easily accessible.
7. Do not overload wall outlets or extension cords. Doing so can result in the risk of fire or electrical shock.
8. Avoid blocking any vent openings or exhaust exits on this equipment. Do not place equipment in a built-in installation such as a cabinet that may impede the flow of air through the ventilation openings. Do not place anything on top of the product.
9. The equipment should be situated away from heat sources such as radiators, heat registers, stoves, or other heat producing appliances and equipment.

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10. Care should be taken to ensure that the power cord is routed, so it is not likely to be walked on or pinched by items placed upon or next to it. Check the power cords regularly. If you find any damage, replace the power supply immediately.
11. Unplug this equipment before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning only.
12. This equipment is not user serviceable and is to be serviced by qualified personnel only. Do not disassemble this equipment. If service is required, disconnect all power from the equipment and consult qualified service personnel.
13. To disconnect this equipment from AC power, unplug the power supply from the AC wall socket.
14. The 4G/5Gnr wireless module has an internal antenna. For optimum performance with minimum power consumption, do not shield the device or cover with any object. Covering the antenna affects signal quality and may cause the 4G/5Gnr wireless module to operate at a higher power level than needed.
15. External antennas are not provided with the product. If an outdoor antenna is used, the equipment must be installed by a qualified technician and it is recommended that coaxial cable shielding be earthed, in accordance with national safety regulations for cable distribution networks. External antennas must be compatible with radio-frequency bands of 700MHz, 800MHz, 1.7GHz, 1.8GHz, 1.9GHz, 2.1GHz and 3.3GHz to 4.2GHz. It must respect the following maximum gain:

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Warranty duration

The product may consist of several parts, which may have separate warranty periods, to the extent permitted by local laws. The “Warranty Period” (as defined in the table below) takes effect on the date of purchase of the product (as indicated on the proof of purchase) or date of product delivery and activation (if required), whichever is later.

1. Warranty period (see below)	AT&T Warranty	12 Months / 1 Year

2. **Warranty period for repaired or replaced parts:**
   - Subject to special provisions of local laws in force, the repair or replacement of a product does not, under any circumstances whatsoever, extend the original warranty period of the product concerned. However, the repaired or replaced parts are guaranteed in the same manner and for the same defect for a period of ninety days after delivery of the repaired product, even if their initial warranty period has expired. Proof of purchase required.
3. **Implementation of the Warranty**
   - If your product is faulty under normal conditions of use and maintenance, in order to benefit from the present warranty, please contact the Returns Center at **800.801.1101** for assistance. The customer support center will then provide you with instructions on how to return the product for support under warranty. For more information, please visit **att.com/warranty**.

Warranty exclusions

1. Cosmetic defects in the Deliverables caused by wear and tear, including: Defects caused by abnormal or negligent use, or any use by third parties other than third parties acting for Supplier, including:
   - failure to respect the Specifications or the instructions for installation and use;
   - collision, impact, lightning, fire, vandalism, act of malice, water damage of any type or contact with various liquids, excessive dust or any harmful agent, unsuitable electrical voltage, etc.;
   - or physical damage, or damage resulting from connection to a non-compatible third-party accessory, or peripheral device, or any accessories not qualified by the Supplier.
2. The opening, unauthorized disassembly, modification being carried out or repair of the product by the end user or by persons or by service providers not approved by Manufacturer and/or with spare parts not approved by Manufacturer. Use of the product with accessories, peripherals and other Defects associated with the use or connection of the product to equipment or software not approved by Manufacturer.

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3. Use of the product with accessories, peripherals and other Defects associated with the use or connection of the product to equipment or software not approved by Manufacturer. Some defects may be caused by viruses due to unauthorized access by yourself or by a third party service, computer systems, other accounts or networks. This unauthorized access may take place through hacking, misappropriation of passwords or various other means.
4. Defects and damage due to the exposure of the product to humidity, extreme temperatures, corrosion, oxidation, or to any spillage of food or liquids, chemicals and generally any substance likely to alter the product.
5. Any failure of embedded services and applications that have not been developed by Manufacturer and whose functioning is the exclusive responsibility of their designers.
6. Installation and use of the product in a manner that does not comply with the technical or security standards of regulations in force in the country where it's installed or used.
7. Modification, alteration, degradation or illegibility of the serial number of the product.
8. Absence of proof of purchase. Upon expiration of the warranty period or upon an exclusion of warranty, Manufacturer may, at its discretion, provide a quote for the repair and offer to provide support for the product, at your cost. The Manufacturer contact and after-sales service details are subject to change.
9. Absence of proof of purchase. Upon expiration of the warranty period or upon an exclusion of warranty, manufacturer may, at its discretion, provide a quote for the repair and offer to provide support for the product, at your cost. The manufacturer contact and after-sales service details are subject to change. These Warranty terms may vary substantially according to your country of residence.

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