



BASIC MANUAL

UHF TRANSCEIVER

IC-41PRO



Icom Inc.

IMPORTANT

READ ALL INSTRUCTIONS carefully before using the IC-41PRO UHF transceiver.

KEEP THIS BASIC MANUAL, as it contains important operating information that may be useful in the future.

You can download the **ADVANCED MANUAL** for more information from the Icom website.
(<https://www.icomjapan.com/support/>)

GENERAL INFORMATION

- i. The use of the citizen band radio service is licenced in Australia by the ACMA Radiocommunications (Citizens Band Radio Stations) Class Licence and in New Zealand by the Ministry of Economic Development (MED) General User Radio Licence for Citizen Band Radio and operation is subject to conditions contained within these licences.
- ii. Always listen on a channel (or observe the channel busy indicator) to ensure it is not already being used before transmitting.
- iii. In Australia, channel 11 is the customary calling channel for establishing communication. Channel 40 is the customary road vehicle channel.
- iv. In Australia, except in an emergency, a CB transmitter shall not be operated on UHF emergency channels 5 and 35.
- v. No voice transmissions are permitted on data channels 22 and 23 (voice operation is inhibited on these channels).

- vi. The user of this UHF CB communications device shall not transmit Selcall tones for longer than 3 seconds during any 60 second period.
- vii. UHF CB repeaters extend the operational range of your radio. Repeaters operate utilising two channels (repeater input/repeater output). It is important to avoid operation on locally used repeater input channels (in the channel range of 31 to 38 and 71 to 78) or locally used repeater output channels (in the channel range of 1 to 8 and 41 to 48), unless long distance communication via the repeater is specifically required. See the section on repeater operation (ADVANCED MANUAL) for more information.
- viii. Please be aware that the UHF CB network may experience possible operational issues during the changeover to narrowband. This transceiver operates on 12.5 kHz channel spacing. During the changeover period from 25 kHz to 12.5 kHz spacing, there may be some loss of quality when 12.5 kHz (narrowband, 2.5 kHz deviation) transmissions are received on 25 kHz (wide band, 5.0 kHz deviation) equipment, and vice-versa. There may also be interference due to older equipment being operated on channels adjacent to new narrowband channels, as the channel setting on these may cause some 'overlap'. A list of currently authorised channels can be found on the ACMA website (Australia) and on the MED website in New Zealand.

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EXPLICIT DEFINITIONS

WORD	DEFINITION
⚠ DANGER!	Personal death, serious injury or an explosion may occur.
⚠ WARNING!	Personal injury, fire hazard or electric shock may occur.
CAUTION	Equipment damage may occur.
NOTE	If disregarded, inconvenience only. No risk of personal injury, fire or electric shock.

PRECAUTIONS

⚠ DANGER! NEVER short the terminals of the battery pack. Also, current may flow into nearby metal objects such as a key, so be careful when placing the battery packs (or the transceiver) in handbags, etc. Simply carrying with or placing near metal objects such as a key, etc. may cause shorting. This may damage not only the battery pack, but also the transceiver.

⚠ DANGER! NEVER charge unspecified Icom battery packs with Icom transceivers or Icom chargers. Only Icom battery packs are tested and approved for use with Icom transceivers or charged with Icom chargers. Using third-party or counterfeit battery packs or chargers may cause smoke, fire, or cause the battery to burst.

⚠ WARNING! NEVER hold the transceiver so that the antenna is very close to, or touching exposed parts of the body, especially the face or eyes, while transmitting. The transceiver will perform best if the microphone is 5 to 10 cm away from lips and the transceiver is vertical.

⚠ WARNING! NEVER operate the transceiver with a headset or other audio accessories at high volume levels. The continuous high volume operation may cause a ringing in your ears. If you experience the ringing, reduce the volume level or discontinue use.

⚠ WARNING! NEVER operate the transceiver while driving a vehicle. Safe driving requires your full attention—anything less may result in an accident.

CAUTION: MAKE SURE the antenna, battery pack and jack cover are securely attached to the transceiver, and that the antenna and battery pack are dry before attachment. Exposing the inside of the transceiver to dust or water will result in serious damage to the transceiver.

DANGER! NEVER operate the transceiver near unshielded electrical blasting caps or in an explosive atmosphere.

DO NOT push [PTT] unless you actually intend to transmit.

DO NOT operate or place the transceiver in direct sunlight or in areas with temperatures below -30°C or above $+60^{\circ}\text{C}$.

DO NOT use harsh solvents such as benzine or alcohol when cleaning. They will damage the transceiver surfaces.

PRECAUTIONS (Continued)

DO NOT modify the transceiver. The specifications may change and then not comply with the requirements of a corresponding regulation. The transceiver warranty does not cover any problems caused by unauthorized modification.

BE CAREFUL! The transceiver will become hot when operating it continuously for long periods of time.

BE CAREFUL! The transceiver meets IP67* requirements for dust-tight and waterproof protection. However, once the transceiver has been dropped, or the waterproof seal is cracked or damaged, dust-tight and waterproof protection cannot be guaranteed.

* Only when the jack cover or the optional HM-222HLWP, HM-168LWP, HS-94LWP or HS-95LWP is attached.

Even when the transceiver power is turned OFF, a slight current still flows in the circuits. Remove the battery pack or batteries from the transceiver when not using it for a long time. Otherwise, the attached battery pack or batteries will become exhausted, and will need to be recharged or replaced.

MAKE SURE to turn OFF the transceiver before connecting the supplied/optional equipment.



This device complies with Standard Australia Specification No. AS/NZS 4365-2011.

RECOMMENDATION

CLEAN THE TRANSCEIVER THOROUGHLY IN A BOWL OF FRESH WATER after exposure to saltwater, and dry it before operating. Otherwise, the transceiver's keys, switches, and controllers may become unusable, due to salt crystallization, and/or the charging terminals of the battery pack may corrode.

NOTE: If the transceiver's waterproof protection appears defective, carefully clean it with a soft, damp (fresh water) cloth, then dry it before operating.

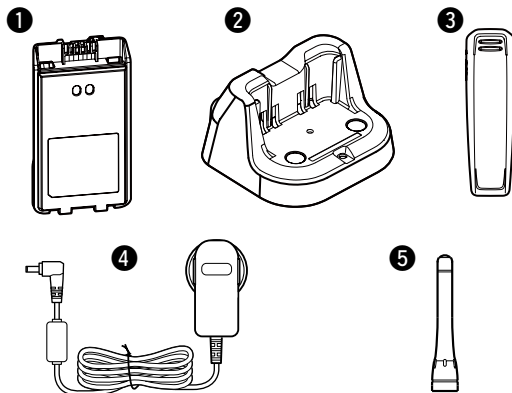
The transceiver may lose its waterproof protection if the case, jack cap, or connector cover is cracked or broken, or the transceiver has been dropped.

Contact your Icom distributor or your dealer for advice.

Icom is not responsible for the destruction, damage to, or performance of any Icom or non-Icom equipment, if the malfunction is because of:

- Force majeure, including, but not limited to, fires, earthquakes, storms, floods, lightning, other natural disasters, disturbances, riots, war, or radioactive contamination.
- The use of Icom transceivers with any equipment that is not manufactured or approved by Icom.

SUPPLIED ACCESSORIES



- ❶ Battery pack
- ❷ Battery charger (BC-213)
- ❸ Belt clip (MB-133)
- ❹ Power adapter (for the battery charger)
- ❺ Antenna
(The antenna type differs, depending on the transceiver version)

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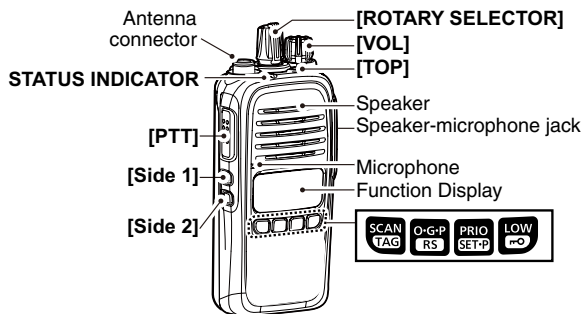
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■ Panel description



[ROTARY SELECTOR]

- Rotate to change the channel or setting value.

[VOL]

- Rotate to turn the transceiver ON or OFF.
- Rotate to adjust the volume level.

[TOP]

- Push to change between **Normal mode** and **Function mode**.

Normal mode

- Hold down for 2 seconds to enter the Set mode.

Function mode

- When a receive channel is selected, hold down for 2 seconds to enter the RX VFO (receive frequency select) mode.

/// **NOTE** : In the Function mode, after 30 seconds with no operation, the transceiver returns to the Normal mode.



Normal mode

- Push to start or stop a scan.
- Hold down for 2 seconds to tag or untag the displayed channel. The tagged channels will be scanned.

Function mode

- Push to enter the Selcall code channel selection mode.
- Hold down for 2 seconds to transmit the selected Selcall code, when a CB channel is selected.



Normal mode

- Push to select an Open **OS**, Group **GS**, and Priority **PS** scan.
- Hold down for 2 seconds to start or stop a Repeater scan.

Function mode

- Push to turn the Selcall Quiet mode ON or OFF.
- Hold down for 2 seconds to display the history of received ID codes.



Normal mode



- Push to display the Priority channel, if set.
- Hold down for 2 seconds to set the displayed channel as the Priority channel.

Function mode

- Push to transmit a Smart-ring signal.
- Hold down for 2 seconds to clear the Priority channel setting.



Normal mode




- Push to set the transmit output power level to “HIGH (5W)” or “LOW (1W).”
- Hold down for 2 seconds to electronically lock [ROTARY SELECTOR] and all keys except [PTT], [Side 1], [TOP],  (when in Function mode) and .
- Hold down for 2 seconds again to unlock all keys.

Function mode

- Push to select the Duplex (repeater access) and Simplex (no repeater access) mode.
- Hold down for 2 seconds to enter the zone selection mode.

[Side 1]

- Push to turn the Monitor (open squelch) function ON or OFF.
- Hold down for 2 seconds to set the items in the list below.

TSQL (Tone squelch)	Only receives calls with the same tone squelch code.
TSQL  (Pocket beep)	Informs that you have missed a call.
TSQL  (No tone operation)	“TSQL  <h2>[Side 2]</h2>

- Push to enter or exit the squelch setting mode.
While in the squelch setting mode, rotate [ROTARY SELECTOR] to adjust the squelch level.
- Hold down for 2 seconds to turn the ATS (Automatic Transponder System) function ON or OFF.

[PTT]

- Hold down to transmit. Release to receive. (p. 5)
- A PTT Hold function can also be used.
(Push to start transmitting, push again to stop transmitting)
See ADVANCED MANUAL for more information.

STATUS INDICATOR

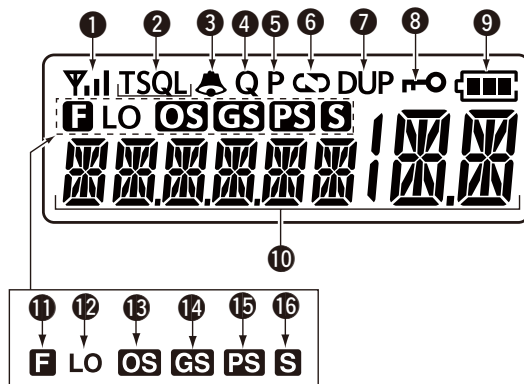
- Lights red while transmitting.
- Lights green while receiving a signal, or when the squelch is open.
- Lights or blinks orange when a matched Selcall is received.
- Blinks green slowly when you should charge the battery.
- Blinks green quickly when you must charge the battery.

About the external speaker-microphone jack:

- Connect an optional external device.
- Make sure the power is OFF before connecting.

1 PANEL DESCRIPTION

■ Display



1 SIGNAL STRENGTH INDICATOR

- “.” displays the relative signal strength level.
- “Y” blinks when ATS is used.

2 TONE

- “T” is displayed while the subaudible tone encoder is used.
- “TSQL” is displayed while using the Tone squelch mode.

3 BELL ICON

- Displayed when using the Pocket beep function.
- Blinks when the transceiver has received a specified Sel-call or Smart ring call.

4 QUIET MODE ICON

Displayed when the Selcall Quiet mode is ON.

5 PRIORITY CHANNEL ICON

Displayed when the Priority channel is set.

6 SCRAMBLER ICON

(Except for the version without the Voice Scrambler function.)
Displayed when the Voice Scrambler function is ON.

7 DUPLEX ICON

Displayed when a Duplex channel is selected.

8 KEY LOCK ICON

Displayed when the Keylock function is ON.

9 BATTERY ICON

Displays the battery current capacity, or blinks when the capacity decreases below a specific level.

10 CHANNEL READOUT

Displays the operating channel number, channel name, Set mode items, and so on.

11 FUNCTION ICON

Displayed when the Function mode is ON which enables you to access the functions in the secondary menu.

12 LOW POWER ICON

- Displayed when low output power is selected.
- When the battery power decreases below a specific level, the transceiver automatically switches to low output power.

13 OPEN SCAN ICON

Displayed when Open scan is selected.

14 GROUP SCAN ICON

Displayed when Group scan is selected.

15 PRIORITY SCAN ICON

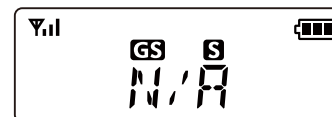
Displayed when Priority scan is selected.

16 SCAN CHANNEL ICON

- Displayed when the displayed channel is a tagged channel be scanned.
- Blinks while scanning.

Information

“N/A (Not Applicable)” is displayed when you push a key that has no setting or function.



■ Turning the transceiver ON

Before using the transceiver for the first time, you must charge the battery for optimum life and use.

➡ Rotate [VOL] to turn the transceiver ON.

■ Receiving and Transmitting

⚡ **CAUTION: DO NOT** transmit without an antenna.

◇ Receiving

⚡ If “TSQ” or “TSQ 🔔” is displayed, you can only receive calls from others with the same tone squelch code.

- ① Select the desired operating channel.
- ② Push [Side 1] to turn the Monitor function ON or OFF.

◇ Transmitting

- ① Check for a clear channel, or wait until a conversation is completed before transmitting.
- ② While holding down [PTT], speak into the microphone at your normal voice level.

Information

To maximise the clarity of the signal:

- Pause briefly after pushing [PTT]. This ensures that the first part of your message is transmitted.
- Hold the microphone about 5 to 10 cm from your mouth.


Transmit inhibit function

The transceiver will not transmit under the following conditions.

- The channel is busy.
- The displayed channel is a receive only channel.
(Example: CB22, CB23)

Output power level

Depending on the operating environment, it is useful to reduce/increase the transceiver output power level of the transceiver.

- ➡ Push  to change from “HIGH (5W)” to “LOW (1W).”
- Select “LOW” to conserve battery power, or HIGH for longer distance communications.
 - “LO” is displayed when low output power is selected.

■ Caution

Misuse of Lithium-ion batteries may result in the following hazards: smoke, fire, or the battery may rupture. Misuse can also cause damage to the battery or degradation of battery performance.

◇ Battery caution

⚠ **DANGER! DO NOT** strike or otherwise impact the battery. Do not use the battery if it has been severely impacted or dropped, or if the battery has been subjected to heavy pressure. Battery damage may not be visible on the outside of the case. Even if the surface of the battery does not show cracks or any other damage, the cells inside the battery may rupture or catch fire.

⚠ **DANGER! NEVER** place or leave battery packs in areas with temperatures above +60°C. High temperature buildup in the battery, such as could occur near fires or stoves, inside a sun heated car, or in direct sunlight may cause the battery to rupture or catch fire.

⚠ **DANGER! NEVER** expose the battery to rain, snow, seawater, or any other liquids. Never charge or use a wet battery. If the battery gets wet, be sure to wipe it dry before using.

⚠ **DANGER! NEVER** place battery packs near a fire. Fire or heat may cause them to rupture or explode. Dispose of used battery packs in accordance with local regulations.

⚠ **DANGER! NEVER** solder the battery terminals or NEVER modify the battery pack. This may cause heat generation, and the battery may burst, emit smoke or catch fire.

⚠ **DANGER! NEVER** use an unspecified battery pack with the transceiver. **NEVER** use a battery with any other equipment, or for any purpose that is not specified in this instruction manual.

⚠ **DANGER! NEVER** let fluid from inside the battery gets in your eyes. It can cause blindness. Rinse your eyes with clean water, without rubbing them, and see a doctor immediately.

⚠ **WARNING! NEVER** use the battery if it emits an abnormal odor, heats up, or is discolored or deformed. If any of these conditions occur, contact your Icom dealer or distributor.

⚠ **WARNING! NEVER** let fluid from inside the battery contact any part of your body. If it does, immediately wash using clean water.

⚠ **WARNING! NEVER** use deteriorated battery packs. They could cause a fire.

⚠ **WARNING! NEVER** put the battery in a microwave oven, high-pressure container, or in an induction heating cooker. This could cause a fire, overheating, or cause the battery to burst.

CAUTION: DO NOT use the battery outside the specified temperature range, for the transceiver -30°C to +60°C, and the battery itself -20°C to +60°C. Using the battery out of its specified temperature range will reduce the battery's performance and battery life.

3 BATTERY CHARGING

◇ Battery caution (Continued)

CAUTION: DO NOT leave the battery pack fully charged, completely discharged, or in an excessive temperature environment (above +50°C) for an extended period of time. This could shorten battery life. If the battery must be left unused for a long time, it must be detached from the transceiver after discharging.

You may use the battery until the remaining capacity is about half, then keep it safely in a cool dry place with the temperature range as below:

- 20°C to +50°C (within a month)
- 20°C to +40°C (within three months)

BE SURE to replace the battery pack with a new one approximately five years after manufacturing, even if it still holds a charge. The inside battery material will become weak after a period of time, even with little use. The estimated number of times you can charge the battery is between 300 and 500. Even when the battery appears to be fully charged, the operating time of the transceiver may become short when:

- Approximately five years have passed since the battery was manufactured.
- The battery has been repeatedly charged.

The battery cells may deteriorate and swell due to their characteristics if used in an environment and conditions such as: frequently charged, recharged immediately after full charge, used or saved in a hot place, or charged by methods other than the instructions. If the battery pack swells, it has reached the end of its life due to deterioration. Replace it with a brand new one.

◇ Charging caution

△ **DANGER! NEVER** charge the battery pack in areas with extremely high temperatures, such as near fires or stoves, inside a sun heated vehicle, or in direct sunlight. In such environments, the safety/protection circuit in the battery will activate, causing the battery to stop charging.

△ **WARNING! NEVER** operate the transceiver during a lightning storm. It may result in an electric shock, cause a fire or damage the transceiver. Always disconnect the power source and antenna before a storm.

△ **WARNING! NEVER** charge or leave the battery in the battery charger beyond the specified time for charging. If the battery is not completely charged by the specified time, stop charging and remove the battery from the battery charger. Continuing to charge the battery beyond the specified time limit may cause a fire, overheating, or the battery may rupture.

△ **WARNING!** Occasionally observe the battery pack condition while charging. If any abnormal condition occurs, discontinue using the battery pack.

△ **WARNING! NEVER** insert the transceiver (battery attached to the transceiver) into the charger if it is wet or soiled. This could corrode the battery charger terminals or damage the charger. The charger is not waterproof.

CAUTION: NEVER charge the battery outside of the specified temperature range: +10°C to +40°C. Icom recommends charging the battery at +20°C. The battery may heat up or rupture if charged out of the specified temperature range. Additionally, battery performance or battery life may be reduced.

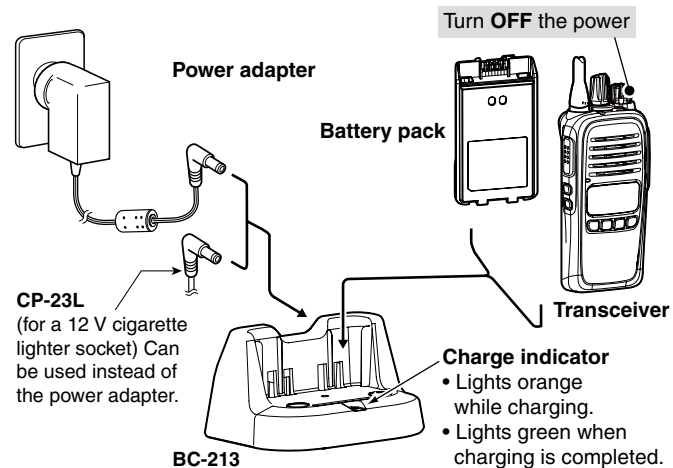
■ Rapid charging with the BC-213

The BC-213 DESKTOP CHARGER rapid charges the Li-ion battery pack. The BC-213 is used with a power adapter or the CP-23L CIGARETTE LIGHTER CABLE (purchase separately).

• **Charging time of the BP-280: Approximately 3 to 4 hours.**

CAUTION: STOP charging if the charge indicator alternately lights orange and green.

NOTE: Charge the battery within the specified temperature range of +10°C to +40°C. Otherwise, the charging time will be longer, but the battery will not reach a full charge. While charging, at a point after the temperature goes out of the specified range, the charging will automatically stop.



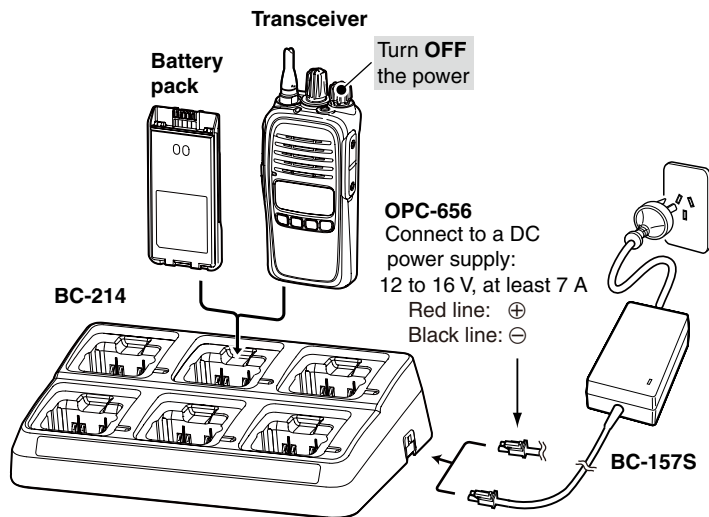
3 BATTERY CHARGING

◇ Rapid charging with the BC-214

The BC-214 MULTI CHARGER* can simultaneously charge up to 6 Li-ion battery packs. The BC-214 is used with the BC-157S AC ADAPTER* or the OPC-656 DC POWER CABLE*.

* Purchase separately

- Charging time of the BP-280: Approximately 3 to 4 hours.



For more information about Icom accessories, see page 11.

■ Optional HM-168LWP description

Alligator type clip

To attach the speaker-mic. to your shirt or collar, and so on.

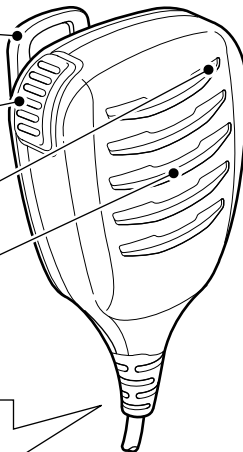
PTT button

Hold down to transmit, release to receive.

Microphone

Speaker

Turn OFF the transceiver when you connect the HM-168LWP.



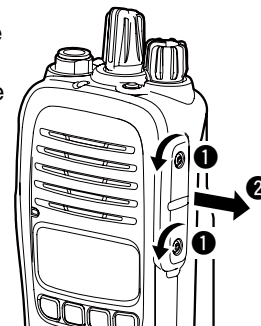
NEVER immerse the connector in water. If the connector becomes wet, be sure to dry it **BEFORE** connecting it to the transceiver.

NOTE: The microphone is located as shown in the diagram above. To maximize the readability of your transmitted signal (voice), hold the microphone approximately 5 to 10 cm from your mouth, and speak in a normal voice level.

Follow the steps below to attach the HM-168LWP. First, you must turn OFF the transceiver, and detach the jack cover.

◇ Detaching the jack cover

- ① Unscrew the screws using a screwdriver.
- ② Detach the jack cover.



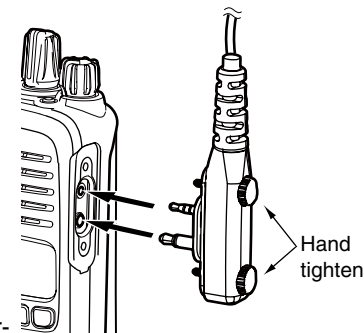
◇ Attaching the HM-168LWP

- ① Attach the speaker-microphone's connector to the speaker-microphone jack on the transceiver.
- ② Tighten the screws with your fingers.

NOTE: Use only your fingers instead of tools to tighten the screws.

CAUTION: Firmly attach the connector. Otherwise water will enter into the connector.

IMPORTANT: Keep the speaker-microphone jack cover attached to the transceiver when an external device is not used.



4 OPTIONS

◇ BATTERY PACKS

• **BP-280/BP-279/BP-278** BATTERY PACK

Battery pack	Voltage	Capacity	Battery life*
BP-280	7.2 V	2280 mAh (minimum) 2400 mAh (typical)	18 hours
BP-279		1485 mAh (minimum) 1570 mAh (typical)	12 hours
BP-278		1130 mAh (minimum) 1190 mAh (typical)	9 hours

* When the Power Save function is turned ON, and the operating periods are calculated under the following conditions:
TX : RX : standby = 5 : 5 : 90

◇ CHARGERS

• **BC-213** DESKTOP CHARGER + **BC-123SV** AC ADAPTER

To rapidly charge a single battery pack.

• **BC-214** MULTI CHARGER + **BC-157S** AC ADAPTER

To rapidly charge up to 6 battery packs.

◇ DC CABLES

• **CP-23L** CIGARETTE LIGHTER CABLE

Enables charging the battery pack using a 12 V cigarette lighter socket. (Use with the BC-213)

• **OPC-656** DC POWER CABLE

Enables charging the battery pack using a 13.8 V power source instead of the power adapter. (Use with the BC-214)

◇ ANTENNA

• **FA-SC73US** STUBBY ANTENNA

450–490 MHz

• **FA-SC72U** FLEXIBLE ANTENNA

470–520 MHz

◇ OTHERS

• **MB-130** MOBILE BRACKET

Mounts the BC-213 DESKTOP CHARGER in a variety of places in a vehicle.

• **MB-133** BELT CLIP

• **HM-153LA/HM-166LA** EARPHONE MICROPHONE

Ideal for hands-free operation. Clip the HM-153LA or HM-166LA (with integrated PTT switch) to your lapel or breast pocket.

• **HM-158LA/HM-159LA/HM-168LWP*¹/HM-222HLWP*^{1/2}**

SPEAKER MICROPHONE

Combination speaker-microphone that provides convenient operation while the transceiver is hanging on your belt.

• **HS-97** HEADSET

+ **VS-4LA** PTT SWITCH CABLE/**OPC-2004LA** ADAPTER CABLE

HS-97: Throat microphone

VS-4LA: To connect the headset

OPC-2004LA: To connect to the headset for VOX operation

- Adjust both the microphone and VOX gain before use.

• **HS-94LWP*¹/HS-95LWP*¹** HEADSET

HS-94LWP: Ear-hook type




HS-95LWP: Neck-arm type

- Adjust both the microphone and VOX gain before use.

*¹ When in use, the transceiver meets IP67 requirements for dust-tight and waterproof protection.

*² High audio output is only usable with transceivers that support the function. (With a “U” mark on the serial number label)

• **CS-41PRO** CLONING SOFTWARE + **OPC-478UC** CLONING CABLE
Enables quick and easy entry of settings such as RX frequencies and Set mode contents.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Cannot receive, but others can hear my transmissions.	Squelch is set too high.	Reduce the squelch level. Push [Side 2] and then rotate [ROTARY SELECTOR] counterclockwise to set the correct squelch level.
	Tone squelch (quiet reception mode) is ON. ("TSQL" is displayed)	Hold down [Side 1] for 2 seconds several times until "TSQL" disappears.
	Selcall Quiet Mode is ON. ("Q" is displayed)	Push [Top] to enter the Function mode, and then push  to turn OFF the Quiet mode.
Can receive, but others cannot hear my transmissions.	Output power level is set to "LOW." ("LO" is displayed)	Push  to change the output power level to "HIGH." Make sure that the battery is fully charged.
	Other stations are operating in Tone squelch or Selcall modes.	Set the correct Tone squelch setting for the user group.
The transceiver continues to transmit after PTT is released.	The PTT Hold function is ON.	Turn OFF the PTT Hold function in the Set mode. (See the ADVANCED MANUAL)
The transceiver transmits regularly (LED blinks red), the signal strength indicator blinks, and beeps.	The ATS (Automatic Transponder System) function is ON.	Hold down [Side 2] for 2 seconds to turn the ATS function OFF.
Continuous noise is heard from the speaker.	Monitor (Open squelch) is ON.	Push [Side 1] to turn the Monitor function OFF.
	Squelch level set too low.	Increase the squelch level. Push [Side 2] and then rotate [ROTARY SELECTOR] clockwise until the noise disappears.
	Activity on the channel	Check if the noise is also heard on other channels. If not, another station may be transmitting on that channel, or you may be receiving interference from other devices.
Buttons have no effect or do not work as expected	The Keylock function is ON.	Hold down  for 2 seconds to unlock the keys.
	The keys may have been reassigned.	Contact your authorized Icom dealer for details.
Wish to hear the channels announced audibly	The Channel announce function is OFF.	Turn ON the Channel announce function in the Set mode. (See ADVANCED MANUAL)

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This Warranty applies to Icom products purchased in Australia.

WARRANTY TERMS & CONDITIONS

This warranty against defects is given by ICOM (Australia) Pty Ltd (ABN 88 006 092 575). Our contact details are set out in clause 2.6. This warranty statement only applies to products purchased from our registered dealers or through ICOM Australia.

1.0 Consumer guarantees

- 1.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 1.2 To the extent we are able, we exclude all other conditions, warranties and obligations which would otherwise be implied.

2.0 Warranty Terms

- 2.1 This Warranty is in addition to and does not limit, exclude or restrict your rights under the Competition and Consumer Act 2010 (Australia) or any other mandatory protection laws that may apply. We warrant our goods to be free from defects in materials and workmanship for the warranty period (see 5.2 Warranty table) from the date of original sale. Subject to our obligations under clause 1.2, we will at our option, either repair or replace goods which we are satisfied are defective. We warrant any replacement parts for the remainder of the period of warranty for the goods into which they are incorporated.

- 2.2 To the extent permitted by law, our sole liability for breach of a condition, warranty or other obligation implied by law is limited.

- (a) In the case of goods we supply, to any one of the following as we decide –
- i. The replacement of the goods or the supply of equivalent goods;
 - ii. The repair of the goods;
 - iii. The cost of repairing the goods or of acquiring equivalent goods;
- (b) In the case of services we supply, to any one of the following as we decide –
- i. The supplying of the services again;
 - ii. The cost of having the services supplied again.

- 2.3 For repairs outside the warranty period, we warrant our repairs to be free from defects in materials and workmanship for three (3) months from the date of the original repair. We agree to re-repair or replace (at our option) any materials or workmanship which we are satisfied are defective.

- 2.4 We warrant that we will perform services with reasonable care and skill and agree to investigate any complaint regarding our services made in good faith. If we are satisfied that the complaint is justified, and as our sole liability to you under this warranty (to the extent permitted at law), we agree to supply those services again at no extra charge to you.

- 2.5 To make a warranty claim you must before the end of the applicable warranty period (see 5.2 Warranty table), at your own cost, return the goods you allege are defective, provide written details of the defect, and give us an original or copy of the sales invoice or some other evidence showing details of the transaction.

WARRANTY AND REGISTRATION

2.6 Send your claim to:

ICOM (Australia),
Unit 1/ 103 Garden Road
Clayton VIC 3168
Telephone: (03) 9549 7500 Fax: (03) 9549 7505.
Email: warranty@icom.net.au

2.7 If we determine that your goods are defective, we will pay for the cost of returning the repaired or replaced goods to you, and reimburse you for your reasonable expenses of sending your warranty claim to us.

2.8 This warranty to the original retail purchaser is only valid from the date of the original sale for a product purchased in Australia. It will have no further effect after the applicable and relevant warranty time period has elapsed.

3.0 What this warranty does not cover

3.1 This warranty will not apply in relation to:

- i. Goods modified or altered in any way;
- ii. Defects and damage caused by use with non-Standard Communications products;
- iii. Repairs performed other than by our authorised representative;
- iv. Defects or damage resulting from misuse, accident, impact or neglect;
- v. Goods improperly installed or used in a manner contrary to the relevant instruction manual; or
- vi. Goods where the serial number has been removed or made eligible; or
- vii. Any configurations not sold by ICOM Australia (i.e. Imported U.S or European ICOM versions).

4.0 User-generated Data

This warranty does not cover any claimed loss of or damage to user-generated data (including but without limitation phone numbers, addresses and images) that may be stored on your product.

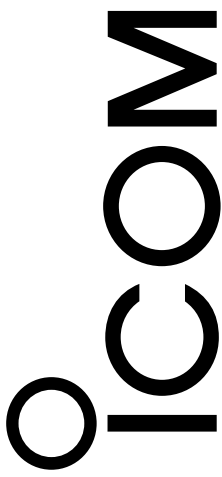
5.0 Warranty period

5.1 We provide the following warranty on ICOM (Australia) products. No repair or replacement during the warranty period will renew or extend the warranty period past the period from original date of purchase.

5.2 Warranty Period Table

Product & Category	Period (Years)
Radios: Air Band	2
IC-A220 TSO	1
UHF CB	
IC-41W	2
IC-440N, IC-400PRO	3
IC-450, IC-41PRO, IC-410PRO	5
Land Mobile	2
Marine & Receivers	2
Amateur Radios*	3
* Amateur Radios purchased after November 11th 2009 will receive a 5 year warranty provided Icom (Australia) receives a completed and legible warranty card for the related purchase. Extended warranty is not transferable.	5
Networking	
IP100H	2
LTE Transceiver	
IP501H	2
Accessories	1

Please fold and tape closed



REGISTRATION CARD

PLACE
POSTAGE
HERE

Icom (Australia) Pty. Ltd.

Unit 1/103 Garden Road
Clayton VIC 3168

Cut here

YOU CAN ALSO REGISTER ONLINE AT- www.icom.net.au



CUSTOMER INFORMATION FOR REGISTRATION

Purchaser's Name: _____

Address: _____

Suburb: _____

State: _____

Postcode: _____

Email: _____

Contact No (M): _____

Contact No (H): _____

Contact No (O): _____

Purchased From: _____

Date of Purchase: _____

1. Radio Model: _____

Serial Number: _____

2. Radio Model: _____

Serial Number: _____

3. Radio Model: _____

Serial Number: _____

Answering the following questions will help us to meet with your needs:

Age Group:

☐ Under 18

☐ 18-24

☐ 25-34

☐ 35-44

☐ 45-54

☐ Over 55

Which of the following best describes the primary reason for purchasing this Icom product:

☐ Stylish Design

☐ Price

☐ Warranty Term & Services

☐ Features

☐ Easy to use

☐ Friend's recommendation

☐ Quality

☐ Brand Reputation

How would you rate the Icom Brand overall?

Very Good

Average

Not good at all

☐

☐

☐

☐

☐

☐

☐

How did you first become aware of this Icom product?

☐ Magazine

☐ Newspaper

☐ TV

☐ Internet

☐ Exhibition

☐ Store Display

☐ Sales Person

☐ Social Media

☐ Others (_____)

Which catalogue/s have you seen our product advertised?



Thank you for your registration. All of your information will remain strictly confidential. To serve you better, Icom (Australia) Pty. Ltd. will send information about products you may be interested in. If for any reason, you do not want to receive information from Icom (Australia) Pty. Ltd. Please check this box. When you complete and return this warranty card to us, we collect your personal information for the purposes set out in our Privacy Policy, which is available at www.icom.net.au. Our Privacy Policy also explains how we collect, use, store and disclose your personal information (including our disclosure to overseas recipients), the consequences for you if we do not collect this information and the way in which you can access and seek the correction of your personal information or complain about a breach of privacy law.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

How the World Communicates