



## Extronic Elektronik AB

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# Warranty policy

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Our warranty policy applies to all products exclusively manufactured by Extronic, including power supplies, sensors, and control units.

### 1. Warranty Duration:

We offer a 5-year warranty for all products manufactured by Extronic. This demonstrates our commitment to the durability and performance of our products.

### 2. Warranty Coverage:

Our warranty covers defects in materials and workmanship under normal use and service. During the warranty period, we will repair or replace, at our discretion, any product that proves to be defective due to these factors.

### 3. Warranty Exclusions:

The warranty does not cover damage caused by:

Misuse, abuse, or negligence

Unauthorized modifications or repairs

Acts of nature, including but not limited to lightning, floods, or earthquakes

Improper installation or handling

Non-compliance with the product's user manual or guidelines

### 4. Claiming Warranty:

If you encounter any issues with your Extronic product during the warranty period, please follow these steps to initiate a warranty claim:

Contact our customer support team at:

<https://landing.webcrm.com/Start.aspx?awb=immsuakiaecqaeimqaiokkmagog> to report the issue and receive guidance on the next steps.

Provide proof of purchase and the product's production number for verification.

Our team will assess the issue and guide you through the necessary procedures for repair or replacement.

### 5. Limitation of Liability:

Our liability under this warranty is limited to the repair or replacement of the defective product, as determined by Extronic. We shall not be liable for any consequential or incidental damages resulting from the use or inability to use our products.

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Extronic Elektronik AB

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