

# Vigdu Technologies limited

## Factory Warranty

### 1 General

Products covered by this warranty: Vigdu-P models 101, 102, 103, 104, 106.

The statutory warranty obligation of the product seller is not affected by this warranty and remains fully valid according to the local laws.

Factory Warranty 3 years from the date of original purchase of the product, applied solely to the above named products. Claims under this warranty will be honored only if the end-user customer can provide the necessary information needed as will be requested by Vigdu.

Repair and part replacement: This warranty covers costs of repair or parts replacement during the Factory Warranty, subject to the conditions listed below.

#### **Warranty extension possibility:**

Warranty extension can be purchase in advance, until the end of this factory warranty.

Minimal cost per year for 10, 15 & 20 year periods.

### 2 Warranty Conditions

If Vigdu-P device becomes defective, Vigdu will decide at its own discretion either to repair the defective device (on-site or at Vigdu laboratory) or replace it with another device of equivalent performance. In case of replacement, the warranty will be transferred to the substitutive device.

This warranty includes the costs for work and material for the product repair in the laboratory or on-site work. Other costs are not included in the product warranty.

## Warranty Entitlement

Warranty entitlement is valid only after submitting a copy of Appendix A of the Installation Manual and receiving a 'Warranty Certification' from Vigdu (will be sent after receiving the appendix A of installation manual)

## Service Request

Please send a defective device report in writing or by email, with detailed error description after performing the 'Test Operating Procedures' tests, serial No., and pictures of the relevant product to Vigdu Service.

If Vigdu agree to a replacement, an equivalent replacement device, packaged appropriately for transport, will be sent within 14 work days. The malfunctioned device is to be packed in the same transport packaging for return transport to Vigdu.

A warranty Entitlement will be required in order to receive Vigdu service.

Should the product(s) be returned for inspection, repair or replacement by Vigdu, an "Return Merchandise Authorization (RMA)" will be provided to the customer. Vigdu will not accept the return of any product(s) without a RMA.

If Vigdu determines that the product(s) is/are not defective or that the performance is not covered under this "Limited Warranty", Vigdu will return the product(s) to customer at customer's expense and will have no further obligation for the repair/ replacement.

## 3 Scope of the Factory Warranty

The warranty does not cover damages that occur due to the following reasons:

- Damage during transportation and storage and/or accidental breakage
- Incorrect installation and/or commissioning,
- Incorrect use and/or inappropriate operation
- Environmental damages and/or neglect, misuse, abuse, vandalism or accident;
- Modifications and/or repair attempts
- Failure to follow the installation manual and/or the maintenance regulations
- Failure to observe the applicable country and region safety and/or other regulations
- Insufficient ventilation of warranty entitlement
- Lightning, overvoltage, storm, fire, flood and other force majeure
- Grid Power failure, electrical spikes or surges
- Other events beyond the Vigdu's control. are not liable for any expense, liability or responsibility

The warranty does not cover cosmetic defects which do not influence the normal product operation.

Claims that go beyond the rights in the warranty conditions above, including but not limited to claims for compensation for direct and/or indirect costs and/or, losses and/or damages, shipping costs, travel and accommodation costs are not covered by the factory warranty, and Vigdu will not be subject to any liability. Vigdu is not liable for any expense, liability or responsibility incurred for repairs made by or for customer without Vigdu written authorization. Warranty claims will not be honored if the type and/or serial number of the product has been altered, removed or made illegible

## 4 Transferability

This "Limited Warranty" is extended to the original end-user purchaser, and is transferable to any subsequent owner of the location or subsequent holder of the product when product(s) remain(s) at its/their original installed location upon satisfactory proof of succession or assignment

## 5 Limitation on Liability

THE MAXIMUM LIABILITY OF THE MANUFACTURE UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, MANUFACTURE IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY.

## 6 Jurisdiction

All claims related to this warranty are subject to Israel law. Tel-Aviv, Israel. is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

## 7 Contact

Vigdu Service:

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Service@vigdu.com

Tel: +972-77-512-2022

Hours (Israel time GMT +2):  
09:00-17:00