Standard Warranty Terms for WolfVision Products

1. General:

WolfVision guarantees its Visualizer and camera products to be free from defective materials and faulty workmanship for a period of 5 years from the date of delivery (date of invoice) for units shipped after the 1st of April 2011.

WolfVision guarantees that devices from the Cynap Series are free from defective materials and faulty workmanship for a period of 3 years from the date of delivery (invoice date). Optionally, the 3-year guarantee, can be extended to 5 years at the time of purchase of the device. *

However, should material or manufacturing defects occur during this warranty period, WolfVision will repair or replace them free of charge. In this case, the product must be sent to a WolfVision Service Center with a WolfVision Return Merchandise Authorization Number (RMA). Shipments without an RMA number will not be processed. A WolfVision Service Center must be contacted prior to shipment, where an RMA number will be issued, and the shipping method and the shipping address to which the defective device is to be sent will be determined.

Replaced parts are the property of WolfVision. This guarantee expressly excludes liability for depreciation, loss of sales or other consequential damages.

* Warranty extension not available for Cynap Videobar.

2. Dead on arrival (DOA):

If a device already has material or manufacturing defects upon receipt, it will be exchanged for a new device immediately. This does not apply to damage caused by disregarding the operating instructions, or damage caused by incorrect connection of the device. In all other cases, WolfVision reserves the right to decide whether the device will be repaired or replaced.

3. This warranty does not cover any of the following:

a) Damage caused locally e.g. installation errors, fire, lightning, etc.

b) Devices where the serial number is either missing or has been tampered with.
c) Damage caused by improper operation, or where the device has been used contrary to the operating instructions, e.g. connecting the unit with the incorrect mains voltage.
d) Damage caused by repairs, adjustments or adaptations made without the approval of WolfVision.
e) Glass, or consumables, e.g. bulbs, broken parts made of glass or scratched mirrors.
f) Damage to or caused by connecting components not originating from WolfVision.
g) Damage during transport due to improper packing (if the original packaging is no longer available, it is possible to order it from WolfVision.

4. Transit damage or loss:

All shipments are insured from WolfVision to the first consignee (in most cases the Dealer/Distributor). Compensation for damage can only be claimed if the receiver (indicated on the delivery note) complies with the following instructions:
a) All shipments are to be inspected upon arrival. Any visible damage to packaging and/or product, or loss, must be noted and marked on all copies of the shipping documents, and countersigned by the driver of the respective transport company.
b) Document the damage and prepare a report with the carrier.
c) Documents, photos etc. are to be sent to WolfVision. If the recipient only discovers damage or loss that can be traced back to the transport company after opening the packaging, the carrier and WolfVision must be informed within 48 hours. If the information is not provided within this period, claims for replacement or reimbursement of damage costs are not valid.

If a shipment does not arrive within a week of being sent, WolfVision must be informed immediately. Insurance cannot be guaranteed if a claim reaches WolfVision later than 10 days after shipment.

A repair under warranty does not extend the warranty period of the device.

If you have problems with a WolfVision product, please contact your WolfVision dealer or WolfVision directly at: Tel. +43552352250, or **help.wolfvision.com**