

Product Warranty and Repair Policy

1. What does the warranty cover?

The warranty covers any defect in material under normal use during the Warranty period. The warranty does not cover workmanship costs.

2. Parties To Whom This Warranty Extends

This warranty extends to the following parties only:

- Customers to whom Coelbo Control System, S.L. directly sells
- Official Coelbo distributors

3. What will we do to correct problems?

Coelbo Control System, S.L. will either repair the Product at no charge, using new parts. The product will be returned to the customer in the same conditions as we received it (no external pieces will be changed by new ones if these pieces are not the cause of the problem)

4. How to communicate the defects?

The defects must be communicated by mail and informing at least of: Serial number, Model name, and a description of the problem. You can use our RMA form attached. After receiving your mail with defects communication, Coelbo will indicate you how to return the units.

5. Logistics

The return of the products to Coelbo will be assumed by the customer/distributor. Coelbo will assume the transport cost of returning the units to the customer / distributor. In case that after Coelbo analysis the device is not recognized in warranty, the unit will be returned together with the next customer order, in case that the customer want to have the device back earlier, the customer/distributor will assume the transport cost.

6. How long does the coverage last?

The warranty period for Coelbo devices, as is indicated in our delivery notes, is 2 years and a half (*) from the date of purchase.

(*): by law is 2 years and the 6 months is an extra time that Coelbo give to cover stock time of our customers

7. What does this warranty does not cover?

This Limited Warranty does not cover any problem that is caused by:

- Damages caused by meteorological conditions
- Damages caused by an incorrect electrical network
- Malfunctions or damage not resulting from defects in material
- Incorrect installation not following the installation advices of the instructions manual
- Sabotage