

**IMPORTANT: Before any services are provided on the Product and in the event that Sipania might have to delete data, you must ensure that you back up any data you have stored or software you have installed. Sipania will not be responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any Product service.**

## Terms and conditions of warranty sipania

### Dear Customer,

Thank you for purchasing your Sipania product. We hope you will be satisfied with your purchase.

In the unlikely event that your product needs guarantee service, please contact your dealer or e-mail address indicated in the user manual.

To avoid any unnecessary inconvenience on your part, we recommend that you read the documentation carefully before seeking guarantee service, especially the warnings and solving problems chapter.

### Your Guarantee

This Guarantee applies to your Sipania product if stated in the leaflets that accompanied your product and if you have the buying invoice which must state of the complete identification of product and the warranty period.

Through this Guarantee, Sipania guarantees the product to be free from defects in materials and workmanship from the date of original purchase for the period indicated on the invoice.

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This Guarantee does not affect to the legal rights of consumers and users which are independents and compatible with the commercial Guarantee.

If the product is determined to be defective within the guarantee period (at the date of original purchase) due to improper materials or workmanship, Sipania will, without charge for labour or parts, repair or (at Sipania's discretion) replace the product or its defective parts subject to the terms and limitations below.

Sipania and ASN members may replace defective products or parts with new or refurbished products or parts. All products and parts replaced become the property of Sipania.

## Terms

1. Guarantee services will be provided only if the original invoice or sales receipt (indicating the date of purchase, model name, serial number, warranty period and dealer's name) is presented with the defective product within the guarantee period.

Sipania may refuse free-of-charge guarantee service if these documents are not presented or if they are incomplete or illegible. This Guarantee does not apply if the model name or serial number on the product has been altered, deleted, removed or made illegible.

2. To avoid damage to or loss/erasure of removable data storage media or accessories, you must remove these before submitting your product for guarantee service.

3. This Guarantee does not cover transport costs and risks associated with transport of your product to and from Sipania.

4. This guarantee does not cover:

a) Periodic maintenance and repair or parts replacement due to wear and tear.

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b) Consumables (components that are expected to require periodic replacement during the lifetime of a product such as batteries, lamps, high wear elements, etc. ).

c) Damage or defects caused by abnormal use, operation or treatment of the product.

d) Damage or changes to the product as a result of:

I. Misuse, including:

- Treatment resulting in physical, cosmetic or surface damage or changes to the product or damage to liquid crystal displays.

- Failure to install or use the product for its normal purpose or in accordance with Sipania instructions on installation and usage.

- Failure to follow Sipania Safety Regulations instructions.

- Failure to maintain the product in accordance with Sipania instructions on proper maintenance.

- Installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used.

II. Virus infections or use of the product with software not provided with the product or incorrectly installed software.

III. The condition of or defects in systems with which the product is used or incorporated or when systems other than those of Sipania are used with the product.

IV. Use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by Sipania.

V. Repair or attempted repair by persons who are not Sipania.

VI. Adjustments or adaptations without Sipania's prior written consent, including:

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- Upgrading the product beyond specifications or features described in the instruction manual, or

- Modifying the product to conform it to national or local technical or safety standards in countries other than those for which the product was specifically designed and manufactured

## VII. Neglect

VIII. Accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts

5. This guarantee covers only hardware components of the product. It does not cover software (whether of Sipania or others) for which an end-user license agreement or separate warranty/guarantee statements or exclusions are provided or intended to apply.

6. We would like to inform you that the diagnostic fee of your product shall be paid by you if:

a) the diagnosis of your product performed by Sipania or by an authorised Sipania Service center proves that you will not be entitled to a repair under this guarantee (for whatever reason) to rectify the defect;

b) or your product is working properly and no hardware fault could be diagnosed.

## **Exclusions and limitations**

Except as stated above, Sipania makes no warranties (express, implied, statutory or otherwise) regarding product or accompanying or constituent software quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, Sipania excludes or limits its warranties only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Guarantee.

Sipania's only obligation under this Guarantee is to repair or replace products subject to these Guarantee terms and conditions. Sipania is not liable for any loss or damage relating to products, service, this Guarantee or otherwise, including economic or intangible losses, the price paid for the product, loss of profits, revenue, data, enjoyment or use of the product or any associated products indirect, incidental or consequential loss or damage.

This applies to loss and damages under any legal theory, including negligence and other fraudulent procedures, breach of contract, express or implied warranty, and strict liability (even where Sipania has been advised of the possibility of such damages).

Where applicable law prohibits or limits these liability exclusions, Sipania excludes or limits its liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, wilful misconduct, deceit and similar acts. Sipania's liability under this guarantee will in no case exceed the EXWORKS price of the product, but if applicable law permits only higher liability limitations, the higher limitations apply.

### **Your legal rights reserved**

Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This guarantee does not affect statutory rights you may have nor those rights that cannot be excluded or limited, nor rights against the person from whom you purchased the product. You may assert any rights you have at your personal discretion.

## Location

SIPANIA TECHNOLOGIES – GRUPO ALMOR CTRES. S.L.  
RONDA DE SAN FRANCISCO, 11  
13270 – ALMAGRO (CIUDAD REAL), SPAIN.  
Tel: 0034 926861339

[support@sipania.com](mailto:support@sipania.com)

[www.sipania.com](http://www.sipania.com)

## Recycling and treatment of batteries and electrical and electronic equipment at the end of its useful life



Sipania hardware products can not be treated as household waste. To ensure that this product will be treated properly, take it to a electrical and electronic equipement recycling point. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health which could otherwise be caused by inappropriate waste handling at the time of disposal of the battery and / or equipment. The recycling of materials will help to conserve natural resources.

For more detailed information about recycling of this product, please contact your local Civic Office, your household waste disposal service or the shop where you purchased the product.