

Warranty terms and conditions - PC Modules

This document describes the warranty terms and conditions for Prowise PC Modules.

5-year standard warranty on PC Modules

Prowise B.V. provides high-quality, durable products. Therefore, we can offer a five-year (5)* warranty on our PC Modules. This five-year (5) warranty commences on the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty. If the PC Module falls outside of the warranty period, Prowise B.V. charges for repairs, including the labour costs, a call-out fee and the material expenses. Prowise B.V. will indicate these costs beforehand. Go to <https://www.prowise.com/nl/contact/> for our contact details.

*The overview below indicates the warranty terms per PC Module model and accessories.

Product	Product number	Standard warranty term (Pick up and return)
Prowise PC Moudule Core i5 including vPro	PW.2.17017.0001	5 years
Prowise PC Module Core i5	PW.2.17017.0002	5 years
Prowise PC Module Pentium	PW.2.17015.0002	5 years
Prowise PC Module Core i3	PW.2.17004.0003	5 years
Prowise PC Module Core i5	PW.2.17012.0002	5 years
Prowise PC Module Pentium	PW.2.17015.0001	5 years
Prowise PC Module Core i5	PW.2.17012.1002	5 years
Prowise PC Module Core i5	PW.2.17012.1004	5 years

Dead On Arrival

Prowise B.V. applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. In case the product does not function properly within this period, it is considered a DOA and will be replaced by a new device free of charge. Prowise B.V. must be notified of the defect within this period of ten (10) days after delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty.

Using the PC Modules

The Prowise PC Modules are covered by the Prowise warranty for **5 years** starting from the moment of delivery after the purchase at Prowise or one of its accredited partners. Our warranty does not cover damage caused by accidents or unauthorised modifications.

If the PC Module is used improperly, that is, in any way other than described in the user manual and safety guide, the warranty lapses and Prowise B.V. will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty. Consult the warranty limitations at the bottom of this page for full details.

Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than described in the user manual and safety guide is considered improper and can lead to damage to the product. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the PC Module or any of its parts is partly or in whole caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties that are not trained or authorised by Prowise B.V. to carry out these tasks. Always contact Prowise B.V. or an accredited partner when the product is malfunctioning.
- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.
- exposure of the product to water, vapour or extreme ambient temperatures or a rapid change in ambient temperature, corrosion, oxidation, food or liquid spillage or caused by exposure to chemical agents.
- using and/or connecting external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- regular wear and tear that does not influence the functionality of the appliance.
- damages incurred when returning a product to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying Prowise in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been discussed.
- The model, serial or product number of the PC Module has been altered, erased, removed or otherwise been made unreadable.

Prowise B.V. is not liable for loss of data stored on the device. Make a back-up of your documents regularly to avoid data loss.

Warranties on software not developed by Prowise B.V., including the operating system and/or components, can be carried over to third-party manufacturers and do not fall under the warranties of Prowise B.V.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by Prowise.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales of Prowise B.V.