

The quality of the device is guaranteed by the manufacturer, Blebox sp. Z o.o. with headquarters in Wrocław, Kunickiego 71, 54-616, Poland.

The manufacturer's goal and endeavor is to ensure the satisfaction and satisfaction of the User with the purchased Product.

1. The warranty is valid within the territory of the European Union and applies to products purchased and installed in the territory of the European Union.
2. The liability under the warranty applies to malfunctions of the Device resulting from physical (material or production) defects in the Device,
3. The warranty for the proper functioning of the product is granted for a period of 5 years from the date of purchase, but not longer than 5 years and 6 months from the date of production of the product, provided that the product is used in accordance with the User Manual and intended use.
4. The warranty is granted on the condition that the installation was performed in accordance with the Operation Manual and the rules of electrical engineering. The warranty is granted for all production errors, provided that the products are not exposed to temperatures below -20 C and above +50 C and will be installed at a temperature not lower than 0 C. The warranty does not cover cases of mechanical damage caused during transport, storage, installation and as a result of using the products in a manner inconsistent with their intended use.
5. During the Warranty period, the Manufacturer undertakes to remove the revealed defects free of charge by repairing or replacing (at the Manufacturer's sole discretion) any defective components of the Device free of defects. If the repair is impossible, the Manufacturer reserves the right to replace the Device with a new or regenerated one, free from defects, the physical condition of which will not be worse than that of the Device owned by the Customer.
6. If in special situations (eg no Device in the commercial offer) it is impossible to replace the Device with the same type, the Manufacturer may replace the Device with another one with the most similar technical parameters. Such action is considered to be the fulfillment of the Manufacturer's obligations. The manufacturer does not refund the money for the purchased Device.
7. The customer may make a complaint about the product based on the provisions of the warranty (by submitting a complaint to the seller) for two years or based on the Satisfaction Guarantee - for five years - through the seller or directly to the manufacturer.
In the case of a complaint based on the Satisfaction Guarantee, the customer delivers the product at his own expense along with proof of purchase to the seat of the seller or manufacturer.
Remember: before you make a warranty claim, use our telephone or online technical support. In more than 90% of cases, users' problems can be solved remotely, which avoids the loss of time and costs due to an unnecessarily launched warranty procedure.
8. The manufacturer undertakes to repair the defective product or replace the product with a new one or to reduce the purchase price of the product.
9. The replaced parts or devices shall become the property of the Manufacturer or the company providing maintenance services, authorized by the Manufacturer.
10. The manufacturer is not responsible for any damage to property caused by a defective Device. The manufacturer is not liable for indirect, incidental, special, consequential or moral losses, or for damages, including, but not limited to, lost profits, savings, loss of benefits, third party claims and any damage to property or personal, arising out of or related to using the Device.
11. The warranty does not cover the following:
 - a. mechanical damage (cracks, fractures, cuts, abrasions, physical deformations caused by impacts, falls, etc.) or operation contrary to the intended use of the Device specified in the User Manual;

- b. damage caused by external causes, e.g. flood, storm, fire, lightning, natural disasters, earthquake, war, civil unrest, force majeure, unforeseen accidents, theft, liquid flooding, battery leakage, weather conditions; exposure to sunlight, sand, moisture, high or low temperature, air pollution;
- c. damage caused by incorrectly functioning software, as a result of a computer virus attack or failure to update the software following the Manufacturer's recommendations;
- d. damage resulting from overvoltages in the power grid and/or telecommunications or from connecting to the power grid in a manner inconsistent with the User Manual or due to combining other products whose connection is not recommended by the Manufacturer.
- e. caused by operation or storage of the Device in extremely unfavourable conditions, i.e. high humidity, dust, too low (frost) or too high ambient temperature. The detailed conditions under which it is allowed to use the Device are specified in the instruction manual;
- f. damage resulting from the use of accessories not recommended by the Manufacturer,
- g. caused by the user's faulty electrical installation, including the use of incorrect fuses;
- h. damage resulting from the Customer's failure to perform maintenance and service activities provided for in the user manual;
- i. damage resulting from the use of non-original spare parts and accessories not appropriate for a given model, repairs and alterations by unauthorized persons;
- j. defects resulting from continuing work with a faulty Device or accessories

Guarantee services will not be provided in the case of:

- a. Use not by the intended use of the product.
- b. Installation carried out by an incompetent person** and not following User manual.
- c. Inappropriate and inconsistent with the Product Manual or use of a defective product.
- d. Actions of external factors such as fire, water, salts, lyes, acids, organic solvents containing esters, alcohols, aromatics, glycol ether or chlorinated hydrocarbon materials and others aggressive chemical substances (e.g. cement, lime, agents abrasive and cleaning agents causing material losses or scratches) or abnormal weather conditions and natural disasters, events as well as electrical overvoltages resulting from a faulty electrical installation and atmospheric discharges.
- e. Disturbances in the operation of the control device caused by strong magnetic field coming from nearby power or radio equipment resulting from improper use configuration of the device or auxiliary devices, such as e.g. routers, switches, access points, firewalls, etc.
- f. Alterations or structural changes made by the user or third parties not authorized to make such changes by the Manufacturer.
- g. Repairs carried out by incompetent persons** or not authorized by the Manufacturer.
- h. Use of non-parts replacement parts original Manufacturer, without the Manufacturer's written consent.
- i. Activities provided for in the User's Manual to be performed, the user of the product is obliged on his own and his own Cost

Final remarks

1. Attachment to the product is the User Manual (QR code placed on product box).
2. The warranty for the product sold does not exclude, limit or suspend the buyer's rights resulting from the non-compliance of the product with the contract.

** – competent person – a person suitably trained, with qualifications resulting from the knowledge and practical experience and provided with the necessary instructions to enable the required installation to be carried out correctly and safely.