



Last Updated January 11th, 2022

## **5-YEAR LIMITED WARRANTY**

For 5 years (1,825 days) from shipping date, Amatis provides limited hardware coverage for defective products, as well as labor for their replacement per product up to maximum of 50% of the material price for parts being replaced.

If an issue is discovered, please send a detailed email to [support@amatiscontrols.com](mailto:support@amatiscontrols.com) or call (313) 314-3617 and request Technical Support. If necessary, Technical Support will arrange a Return Merchandise Authorization Request to replace affected parts.

## **PLEASE NOTE**

- Your Amatis product *must* be free of physical damage or modification.
- Products received with physical damage (bent pins, any damage to the PCB or plastic, water damage, etc.) may incur a service charge.
- If the product received has apparent damage, Amatis will reach out to you with options to avoid the product losing its warranty.
- If the issue is a battery failure, batteries will be provided and must be replaced in the field by the customer.
- The Amatis Border Router (AMBR) connected to your affected device must have remained connected to the Amatis cloud via Internet or cellular connection from start of site commissioning to date of return request.
  - Non-connected systems are eligible for a 2-year limited warranty (730 days) from shipment date, with the same remaining criteria.