

Warranty terms and conditions - Lift systems

This document describes the warranty terms and conditions for Prowise lift systems.

5-year standard warranty

Prowise B.V. provides high-quality, durable products. Therefore, we can offer a five-year (5)* warranty on our lift systems. 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.

Should the lift system be malfunctioning, Prowise B.V. will resolve the issue or have the issue resolved, replace the lift system with a similar product, apply a reasonable price reduction or offer a different solution, without assuming liability.

If the lift system 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. Visit <https://www.prowise.com/nl/contact/> to find our contact details.

*The overview below indicates the warranty terms per lift model and accessories. Prowise B.V. applies a standard warranty term of five (5) years unless stated otherwise, commencing on the date of delivery:

Product	Product number	Standard warranty term
iPro Wall Lift	PW.1.21002.0002	5 years
iPro Mobile Lift	PW.1.21003.0002	5 years
iPro Tilt Lift	PW.1.21005.0003	5 years
iPro Toddler Lift	PW.1.21007.0002	5 years
iPro Keyboard tray	PW.2.21002.0002	5 years
iPro Wall Lift extension kit	PW.2.21002.0003	5 years
iPro Whiteboard Extension	PW.2.21065.0001 PW.2.21075.0001 PW.2.21086.0001	5 years

Dead On Arrival

Prowise B.V. applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should the lift system be malfunctioning 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 installation. Make sure you have the invoice, Proof of Installation (if applicable) and the serial number at hand if you want to make a claim on this warranty.

Using the lift system

The lift systems 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.

The Prowise lift systems are specially developed for mounting touchscreens. Do not use the lift system for other purposes. If the accessories are 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.

Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the Prowise lift system 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.
- an environment where the lift system is regularly exposed to dust, heat, cold, moist, vapour or extreme temperatures or where flammable products and/or explosives are stored, a quick change in ambient conditions can occur or corrosion, oxidation, food or liquid spillage occurs or is affected by chemical agents. Read the safety instructions for more information.
- external forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, vandalism, excessive accumulation of dust and/or induction, etc.

- regular wear and tear that do not influence the functionality of the appliance.
- using external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- 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.
- No Proof of Installation has been discussed (if applicable).
- The model, serial or product number of the lift system has been altered, erased, removed or otherwise been made unreadable.

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.