



## WARRANTY TERM

Dynamox S.A. creador y fabricante de la Solución DynaPredict, data logger con sensores de vibración y temperatura, aquí llamado "DynaLogger", y "DynaGateway" colector automático de datos de DynaLoggers, el hardware de la Solución DynaPredict, asegura la garantía de los dichos productos por 01 (un) año después de su adquisición para productos nuevos o tiempo complementar a 01 (un) año para productos sustituidos, tiempo ese contado a partir de la fecha de la nota de venta.

### The warranty covers the following activities:

- Guidance through permanent virtual Technical Support;
- Diagnostics and repairs;
- Total or partial replacement, within the terms and conditions established in the first paragraph of this term, within 30 days (ExWorks) of receipt of the equipment.

### Procedure for granting the warranty:

- Activation via Technical Support to seek a remote solution;
- Inform Technical Support the date of shipment and send a return invoice;
- If shipping defective products to/from the manufacturer, the logistics costs will be on buyers' account.

### Procedure for granting the warranty:

- Total and premature wear of the battery, proven by non standard use, set forward in <https://support.dynamox.net/hc/en-us>;
- Melting by lightning, accidents, or other adverse events;
- Use in environments beyond the resistance of its category;
- Devices whose case shows a breach, cracks, burns, decay occurred by chemical substances;
- Other non-routine adverse events not classified here.

### Contact:

- Requests via Technical Support can be made using the e-mail: [garantia@dynamox.net](mailto:garantia@dynamox.net)