



RCT Warranty Certificate

State: August 2024

All RCT products are subjected to strict quality control. If there are still reasons to complain, please contact your reseller or directly the manufacturer Remote Control Technology GmbH (in the following called "RCT" for short) under the address on the right.

Please inspect the goods upon receipt from the seller or transportation company for damage to the packaging and externally visible damage to the product/device. Damage to the goods during transportation must be claimed directly with the shipping forwarder. Subsequent complaints regarding obvious defects will not be accepted by „RCT“. Document any damage with photos if possible.

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Statutory warranty

All new products and devices, manufactured by „RCT“ are subject to the statutory warranty that is legally valid in the European Union. This applies for the first 2 years after purchase of the goods from „RCT“ or a retailer. Please keep your proof of purchase safely to be able to show that the complaint is within the statutory warranty period of two years if necessary. Warranty claims are excluded for damages caused by incorrect handling, improper use, disregard of the operating and safety instructions, environmental influences (heat, humidity, water etc.), unauthorized repair attempts or wear and tear.

These statutory warranty rights are not restricted by the following manufacturer's warranty conditions. In non-EU countries, the respective statutory warranty provisions apply.

Manufacturer's warranty

The manufacturer Remote Control Technology GmbH (in short „RCT“) grants an additional manufacturer's warranty of at least 2 years (up to 10 years under special circumstances) on the following products:

- transmitter modules of the **LEVELview** series,
- transmitter modules of the **METERview** series,
- transmitter modules of the **MULTIview** series.

Please note, the manufacturer's warranty does not include:

- **RCT Battery packs**, which are used for the power supply of the above-mentioned transmitter modules. For RCT Battery packs, the statutory warranty period of 2 years applies.
- a permanent and uninterrupted **availability of connectivity** at the location where the transmitter module is used (e.g. cellular signal 2G, 3G, LTE, NB-IoT, GPRS). The connectivity depends on the regionally available telecommunications infrastructure. The availability of the selected transmission technology must be checked on site by the customer before using the transmitter module. „RCT“ also provides no guarantee in the event of a subsequent interruption of data transmission due to a regional shutdown of telecommunications technologies by mobile telecommunication providers or due to force majeure.



Manufacturer's warranty validity

The territorial scope of the warranty extends to the European Union and all non-EU countries worldwide. The manufacturer's warranty covers at least two years from date of purchase. The period for determining the manufacturer's warranty validity of 2 years normally begins on the invoice date. The warranty claim for a transmitter module can optionally be extended to up to 10 years if a connectivity fee has been paid for it, but the module itself has not yet been in use and has not sent real data. The manufacturer's warranty then is valid from the date of the first real data transmission for the following 2 years. Any further goodwill on the part of the manufacturer can only be considered on an individual basis.

If within the warranty period material or manufacturing defects or malfunction occur in the purchased product, the manufacturer „RCT“ will provide you with one of the following services of its choice under this warranty:

- repair of the product free of charge or
- free exchange of the product for an equivalent device.

If the defective product cannot be successfully repaired or replaced by the manufacturer, the buyer may withdraw from the purchase contract or demand a price reduction.

Warranty claims are excluded in the event of damage to the goods caused by

- wear and tear by normal use,
- unprofessional installation and improper use,
- disregard of the operating and safety instructions,
- use of force, vandalism and negligence during use (e.g. by hitting the device, pinching cables or damage by animals, tearing off antennas by driving over them),
- unauthorized repair attempts on your own,
- environmental influences, natural disasters,
- use in conditions that do not match the allowed temperature, moisture, chemical and mechanical environmental influences which are specified in the operating instructions, data sheets and ATEX certificates.

Warranty procedure

If you notice a defect and wish to make a warranty claim, please inform the manufacturer immediately at the address shown above. For claiming warranty service it is required that the manufacturer is enabled to inspect the warranty case (e.g. by sending the product to the manufacturer at the above mentioned address, by documentation of the product defect with photo or film or by granting access for the purpose of inspection).

When sending the product to the manufacturer ensure that damage to the product during transportation is avoided by using secure packaging. When requesting warranty service, a copy of the invoice must be included with the goods shipment so that it can be checked whether the warranty period has been observed. „RCT“ may refuse to provide warranty service without a proof of purchase. Please also provide the name and address of the seller if the product was purchased from a distributor and the data cannot be taken from the copy of the invoice.

If the warranty claim is justified, the warranty will be processed for you without freight charges, i.e. „RCT“ will reimburse any shipping costs for the outward shipment. If an inspection by the guarantor shows that the reported fault is not a warranty case, „RCT“ reserves the right to charge the person reporting the warranty case for the expenses and costs incurred for inspection and settlement.

Important note

This manufacturer's guarantee does not restrict your statutory rights in the event of defects and you can make a claim free of charge. Any existing statutory warranty rights against us therefore remain unaffected by this guarantee promise. This guarantee promise by the manufacturer therefore does not infringe your statutory rights, but rather extends your legal position. If the purchased product is defective, you can always contact us within the scope of the statutory warranty, regardless of whether a warranty case exists or the warranty is claimed.