
PowerRouter Factory Warranty

Our quality control program ensures that each PowerRouter product is manufactured to exact specifications and is thoroughly tested before leaving the factory.

5 year warranty

The PowerRouter factory warranty period is 5 years as from the purchase date of the PowerRouter system. The warranty conditions are based on the European EU directive no. 99/44/EG. The legal rights are applied for unimpeded.

Extended Warranty

For all PowerRouter systems you can acquire an extension of 5 years on the PowerRouter factory warranty, up to a total of 10 years warranty. The extended warranty is only applicable within 6 months of the PowerRouter delivery date.

Warranty conditions

If a PowerRouter system becomes defective during the relevant PowerRouter warranty period, one of the following services, as selected by the PowerRouter Helpdesk, will be performed at no charge for materials, exclusive labor costs:

- > repair at Nedap N.V., or
- > repair on-site, or
- > exchange for a replacement device (of equivalent value according to model and age)

The Business Partner / Installer who installed the PowerRouter, must report the defective PowerRouter system to the PowerRouter Helpdesk.

Exclusion of warranty

Warranty claims and liability for direct or indirect damage are excluded if arising from:

- > transportation and/or storage damage
- > incorrect installation and/or commissioning
- > modifications, changes or attempted repairs by untrained and unauthorized personnel
- > incorrect use or inappropriate operation
- > insufficient ventilation of the device (see installation guidelines)
- > failure to observe the applicable safety regulations
- > force majeure (e.g. lightning, overvoltage, storm, fire)
- > cosmetic shortcomings which do not influence the functioning of the PowerRouter system
- > damage due to moisture and/or other environmental conditions

Nedap preserves the right to replace the unit by another unit with an equal or better specification by Nedap's judgement.

the PowerRouter
you're in charge