

Limited Warranty

Pannon Wiring Inc. warrants that its all products to be free of materials and workmanship defects for a period of two years from the date of original customer purchase of the product and effective only when used in the United States of America.

This warranty is limited to repair or replacement of defective equipment returned to Pannon manufacturing. If Pannon Wiring is held liable for any loss or damage related to products it sold, its maximum liability should not exceed the purchase price of the product, which shall be the complete and exclusive remedy against Pannon Wiring.

Customer acknowledges and agrees that use of the product, constitutes acceptance of all terms and condition of this Warranty. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

WHO IS COVERED

This Warranty applies only to the original purchaser. Pannon Wiring will, at its sole discretion provide a direct replacement part for any defective parts within the defined warranty term, free of any charge for the necessary parts and labor to complete the repair and restore the product to its original operation condition.

Pannon Wiring will pay shipping cost (standard ground shipping rate) for return to customer of item repaired under warranty.

Note: Cost of shipping product back to Pannon Manufacturing plant under this Limited Warranty is the responsible of the customer.

WARRANTY RETURN AND REPAIR PROCESS

- a. Contact Pannon Wiring (support@pannonwiring.com) with brief description of the error to evaluate & troubleshoot the issue while product is on the field as many problems can be solved on site.
- b. Before return of the product, please send the serial # of your product and the copy of your dated purchase to the email address above.
- c. If the product must be returned to Pannon for replacement or repair, the customer shall request a Return Material Authorization number (RMA #) and the correct return (Ship To) center address to assure that the returned material will be properly received at Pannon Wiring.
- d. Product shipment will be refused and returned at your expense if they are unauthorized or returned without an RMA number clearly marked on the outside of the shipping box or if they are shipped to the wrong location.
- e. Once an RMA has been issued for repair, the allegedly defective product being returned for repair to Pannon Wiring Inc. must be properly packed to avoid shipping damages. Any products that are damaged during shipping process are not covered by this warranty.

ANY OF THE FOLLOWING WILL VOID THIS WARRANTY

Pannon Wiring and its suppliers are not responsible for:

1. Damage caused by transportation or handling.
2. Damage caused to the product by flood, fire, earthquake, lightning, electrical surges or any acts of God.
3. Damage resulting from accident, alteration, misuse, abuse, improper installation.
4. Products with altered, defaced or removed serial numbers.
5. Operation, storage of the product outside of environmental, temperature, and any specifications provided in the documentation.
6. Use of incorrect voltage lines, fuses, circuit breakers, or incompatible load types as set fort in the documentation.
7. The product that has been improperly installed, overloaded, short-circuited, abused, or altered in any manner.
8. Failure to follow Pannon installation and operation instructions, notes and warnings.
9. Failure to use Licensed Electrician for installation and maintenance.
10. Failure to install the control panel according to all applicable local electrical codes and National Electrical Code.

WHAT THIS WARRANTY DOES NOT COVER

PANNON WIRING WILL NOT BE RESPONSIBLE FOR LABOR COSTS TO DIAGNOSE, REMOVE, REPLACE, REINSTALL AND/OR SERVICE THIS PRODUCT. THIS WARRANTY DOES NOT COVER COSMETIC DAMAGE INCLUDING BUT NOT LIMITED TO SCRATCHES, DENTS AND NORMAL WEAR AND TEAR.

THIS WARRANTY DOES NOT COVER LIGHTING FIXTURES, LED DRIVERS, SWITCHES AND OTHER EQUIPMENT WHAT SUPPLIED OR WARRANTED DIRECTLY TO THE USER BY THEIR MANUFACTURER.

IN NO EVENT WILL PANNON WIRING BE LIABLE FOR:

- A.** ANY SPECIAL, INDIRECT, INCIDENTAL OR CONCEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST REVENUES, FAILURY TO REALIZE EXPECTED SAVINGS, OR COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND, EVEN IF PANNON WIRING HAS BEEN ADVISED, OR HAD REASON TO KNOW, OF THE POSSIBILITY OF SUCH DAMAGE.
- B.** ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.
- C.** IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT WAS DESIGNED OR IF ANY REPAIRS OR ALTERATIONS ARE MADE BY ANY PERSON NOT AUTHORIZED BY PANNON WIRING IN WRITING.