

Manufacturer's Warranty

MICROSENS sells high-quality products at attractive prices. This enables us to offer our customers a manufacturer's warranty for our product portfolio that goes beyond the statutory warranty.

The following warranty terms and conditions govern the conditions for claiming our warranty services:

1. Rights under the Manufacturer's Warranty

The manufacturer's warranty (hereinafter also referred to as „warranty“) is granted to the purchaser of newly manufactured MICROSENS products for their hardware (hereinafter referred to as „product“) by MICROSENS GmbH & Co. KG (hereinafter referred to as „MICROSENS“) under the following conditions. These conditions apply in addition to MICROSENS' General Terms and Conditions of Sale, which can be accessed via the following link: [MICROSENS GTCS](#)

2. Types of Manufacturer's Warranty

MICROSENS offers two types of warranty, depending on the time of activation:

1. Initial Manufacturer's Warranty: Activation occurs upon purchase of the product.
2. Subsequent Manufacturer's Warranty: Activation occurs before the expiration of the statutory warranty period.

In both cases, the statutory warranty period of a maximum of two years can be extended in one-year increments by up to three years, but not exceeding a total of five years from the date of delivery.

3. Duration of the Manufacturer's Warranty

The manufacturer's warranty begins upon expiration of the statutory warranty period and is valid until the date confirmed on order confirmation of MICROSENS. The warranty period is neither extended nor interrupted by the provision of services under this warranty, in particular by support, maintenance, repair, or replacement. The warranty period does not restart in these cases.

4. Warranty Services

In the event of a warranty claim, the customer can initiate the return of the product to MICROSENS via the following online RMA process:
<https://www.microsens.com/support/support/rma-process>

Services covered by this warranty will be performed, at MICROSENS' discretion, either by MICROSENS itself or by MICROSENS-authorized service partners and repair providers.

Should the delivered goods, despite all due care, exhibit a defect that was already present at the time of the transfer of risk, we will, at our discretion, either remedy the defect or deliver defect-free goods. We must always be given the opportunity to remedy the defect within a reasonable period. If the remedy fails, the buyer may – without prejudice to any claims for damages – withdraw from the contract or accept a reduction of the purchase price, which we will offer him. If the product in question

is no longer manufactured at the time the defect is reported, MICROSENS is entitled to deliver an equivalent replacement product.

5. Requirements and exclusions

Warranty coverage is contingent upon professional installation and maintenance in accordance with the operating instructions and recognized engineering standards (e.g., by an authorized specialist company), adherence to the operating instructions, and use of MICROSENS products in accordance with the technical instructions and data sheets provided by MICROSENS. Commissioning, operating, and maintenance instructions are included with each product and are available for download at www.MICROSENS.de.

Claims for defects shall not exist in the case of only insignificant deviations from the agreed quality, in the case of only insignificant impairment of usability, in the case of natural wear and tear, as well as in the case of damage that occurs after the transfer of risk as a result of faulty or negligent handling, excessive strain or due to special external influences that are not stipulated in the contract (e.g. overvoltages due to lightning strikes, operating and handling errors, damage due to aggressive environmental influences, chemicals, cleaning agents). If the buyer or a third party carries out improper repairs or modifications, no warranty claims exist for these actions or their consequences.

MICROSENS may refuse warranty services as long as the buyer has not fully paid the contractually agreed purchase price.