



Arteco Product Warranty

Product Warranty

Arteco develops and manufactures products in accordance with the highest standards of the market, which imply meticulous assessments of any possible manufacturing defect. In case of faults or bugs, Arteco covers your purchase with a two-year product warranty.

Two-year Warranty

At Arteco we are committed to provide superior quality products in terms of performance and endurance, for this reason we guarantee a two-year product warranty on all Arteco software and hardware. It provides for maintenance of hardware components – that can be repaired or replaced by our technical team for free – and software updates and bug fixing upon request.

Extension

Warranty on Arteco products and solutions can be extended on client's request.

Hardware: up to +3 years (for a total 5-year warranty) | **Software:** up to +8 years (for a total 10-year warranty)

Exclusions

This warranty is subject to the conditions reported below:

1. If products are damaged, illegally repaired or modified, this warranty automatically becomes void.
2. Each product delivered bears a warranty or serial mark. If such marks are (even partially) tampered with or removed, this warranty automatically becomes void.
3. If any problems related to repairing a single part or the entire product do not depend on Hardware problems of our products, the customer is required to pay for the service and/or repair operation.
4. This warranty does not cover faults due to improper use of each single component or of the entire product.
5. The installation of programs on the system, or the use of applications that are not compliant with the sale purpose makes this warranty become void.

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6. If the product is used outside its scope of operation, the warranty automatically becomes void.
7. The warranty covers manufacturer hardware defects including all components of the hardware included in the product.
8. Actions that void the warranty include but are not limited to the following:
 - Servers that have been accessed internally by any non-ARTECO certified technician unless under the explicit authorization of an ARTECO Technician who issues a new warranty label.
 - Servers that have evidence of excessive damage, dust build-up, or of being installed in non-suitable environments per the operating temperature guidelines.
 - Servers that experience improper shut-down caused by user or power failure.

Uninterrupted Power Supply

The use of Uninterrupted Power Supply (UPS) is highly recommended. Please contact your Arteco rep for suggestions on models of UPS.

Return policy

To return products, you must contact your Arteco rep, distributor or authorized reseller to arrange the return procedure.

Products not covered by warranty returned for repair implies the acceptance at your charge of the fixed cost for diagnostics and practice management.

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