



Warranty & Maintenance Guidelines

innovaphone Warranty & Maintenance Guidelines

innovaphone products stand for high quality and reliability. Unfortunately, they are not completely free from malfunctions or defects either. In such exceptional cases, innovaphone will undertake all measures to repair the damage as quickly as possible.

These guidelines on warranty & maintenance describe the different warranty scenarios, warranty extensions and maintenance levels and will answer the most frequently asked questions occurring in this context. Relevant are always the conditions of the warranty extensions; please refer to the innovaphone AG terms of trade, paragraph 8.

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Warranty Scenarios

innovaphone distributors and all resellers with a customer number can submit RMA claims directly to innovaphone. Outlined subsequently are the procedures of different RMA scenarios (DOA, RMA claims within the warranty and outside the warranty).

If the RMA claim refers to a device with licenses (e.g. gateways), existing licenses can be moved to a replacement device (if applicable) directly when entering the RMA claim into the entry mask. Otherwise, either the customer can transfer the licenses via the my.innovaphone portal to a different device upon arrival of the goods, or innovaphone will automatically transfer the licenses (software and hardware licenses) to the replacement device. These options remain the same for all scenarios.

Scenario 1: Dead on Arrival (DOA)

Device is unpacked and has a malfunction before its first start-up:

- :: Distributor / reseller submits an RMA claim online and sends the damaged device to innovaphone AG.
- :: Distributor / reseller receives a new device which will then have 12 months warranty, from date of delivery.
- :: All licenses bound on the damaged device (hardware and software licenses) are automatically transferred to the replacement device (if this has not previously been done so by the customer, see note above).

Scenario 2: Claims Based on Express or Implied Warranty

Device has a malfunction within the warranty period or respectively within the concluded warranty extension:

- :: Distributor / reseller submits an RMA claim online and sends the damaged device to innovaphone AG.
- :: innovaphone repairs the device or provides a replacement device if repair should not be possible. Replacement may be new, as good as new or successor devices. Generally, there is no claim to a new device.
- :: The replacement device has 12 months warranty, from date of delivery.
- :: All licenses bound on the damaged device (hardware and software licenses) are transferred to the replacement device (if this has not previously been done so by the customer, see note above).

Scenario 3: Repair Outside the Warranty

Device has a malfunction outside the warranty period:

- :: Distributor / reseller submits an RMA claim online and sends the damaged device to innovaphone AG.
- :: innovaphone repairs the device and charges the flat fee set for the repair of each device (please check our repair price list, available upon request).
- :: The incurring costs are stated in the RMA portal and must be confirmed by the distributor / reseller. A binding contract results from this confirmation.
- :: From date of delivery, the repaired device has 12 months warranty.

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Warranty Extension

The standard warranty period of all innovaphone devices is 1 year from date of purchase of the device. The innovaphone warranty extension can extend the protection against failure or malfunction for 4 further years, to a maximum total of 5 years. After purchasing a warranty extension for the desired device, the received activation key must be bound to the serial number of the corresponding device via the my.innovaphone portal.

It is not possible to add another warranty extension if a warranty extension has already been bound to the device. This means that the requested number of years for the warranty extension can only be ordered once and must be bound simultaneously. Here is an example: an IP29 with three years of warranty extension with purchase: you order 3 x 12-00400-058 and directly after purchasing the device, you bind all 3 years of warranty extension onto the device simultaneously.

There are two options for the warranty extension:

Warranty extension with purchase:

Available only in combination with the purchase of the device.

Please note: the warranty extension must be bound to the serial number of the device via the my.innovaphone portal immediately after purchase (a maximum of 6 weeks after delivery)! Extending the warranty with purchase is the most cost-effective option to extend the warranty period.

Warranty extension after purchase, within the warranty period:

Available only within the standard warranty period of the device – within 12 months after purchase of the device.

Please note: the warranty extension must be bound to the serial number of the device within the warranty period. (via the my.innovaphone portal).

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FAQs

Who is Granted Warranty by innovaphone?

innovaphone grants warranty to direct delivery partners, not to end customers.

Who can Contact innovaphone Directly Concerning Claims Based on Express or Implied Warranty?

Generally, every distributor can submit RMA claims in addition to every reseller with a customer number and who wishes to process RMA claims himself. However, in this case, innovaphone will issue an invoice to be paid in advance which might cause a delay in the processing. Therefore, innovaphone generally recommends to submit RMA claims via the distribution.

Do innovaphone Partners Need to Submit Warranty Claims Themselves (without the Distributor)?

No, it is up to the innovaphone partner to decide whether he wants to submit RMA claims personally or whether the distribution partner shall submit the claims.

What Transport Costs Are Paid by Whom?

- :: Customer makes a shipment to innovaphone: always the customer
- :: Return shipment from innovaphone to the customer
 - Dead on Arrival (DOA): innovaphone
 - Within warranty period: innovaphone
 - Outside the warranty period: customer

When is there no Warranty Claim?

Excluded from the warranty are following:

- Regular maintenance and repairs caused by normal wear and tear;
- Wear and tear parts and components that are expected to require replacement in the course of a device lifetime;
- Malfunctions and damages caused by improper use;
- Damages due to repair by unauthorised third parties;
- Damages due to neglect or willful misconduct;
- Damages due to accident, fire, liquids, chemicals, other substances, flooding, tremors, excessive heat, insufficient ventilation, voltage fluctuations, excessive or improper supply or mains voltage, radiation, electrostatic discharges such as lightning, external force and shock impacts.

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What Does “End of Warranty” Mean in my.innovaphone and Why Might There Be Discrepancies in the Warranty from the Distributor to the Reseller?

This represents the warranty that innovaphone grants to the distributor. Depending on the time of delivery, the distributor's warranty to the reseller and the reseller's warranty to the end customer may differ slightly.

Can Spare Parts Be Ordered Directly?

Generally, innovaphone products cannot be repaired by reordering spare parts. Repair must be carried out as a whole. The telephones, however, are an exception. Certain parts such as handsets or cable cords often have a different lifespan / wear and tear and can be ordered separately. Prices upon request.

Where are Repair Prices Listed and Whom do these Apply to?

All innovaphone devices have a flat fee set for the repair of each device which apply to distributors and resellers. The flat fees are listed in a separate repair price list, available upon request. The prices are net prices and not discountable.

Is it also Possible to Send in End-of-Life (EOL) Devices?

If the device can be repaired, conditions of the repair price list apply.

Should the device be beyond repair, a replacement device will be delivered, provided that this is still available. Otherwise, the customer will be informed that the device is beyond repair and EOL so that a new device of the next generation needs to be purchased.

If the device is still within the warranty period, innovaphone will strive to deliver at least an equivalent replacement device. In these exceptional cases, specific communication between the customer and innovaphone will be necessary. Please get in touch with your innovaphone contact person.

Please note: should the installed software version no longer run on the new device or the new device requires a version in the PBX which is not currently installed, a suitable update must be purchased and installed.

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Hardware and Maintenance Agreements / Swap Service for innovaphone Products

Various maintenance contracts can be concluded for innovaphone devices. These are bound to the specific product with corresponding serial number. Should a malfunction occur, innovaphone will replace the defective device with a functioning device in default settings and within a specified period of time. Configuration, recovery or transfer of a previous configuration is excluded from the maintenance contracts.

Generally, there are three types of maintenance levels:

Silver Support:

Shipment of a replacement device to the location of the hardware will take place on the same business day if reporting and verification of the malfunction occurs on business days until 3 pm; if reporting occurs on business days after 3 pm, shipment will take place on the following business day. Door-to-door delivery will take 1 to 3 business days. Is the location of the hardware outside of Germany, in a European or non-European country, delivery will be extended accordingly.

Gold Support:

Shipment of a replacement device to the location of the hardware on the same business day if reporting and verification of the malfunction occurs on business days until 3 pm; if reporting occurs on business days after 3 pm, shipment will take place on the following business day. Shipment will take place as express delivery. Delivery will arrive across Germany on the following business day by 10.30 am, on a Saturdays by 12.00 noon. Is the location of the hardware abroad, in a European or non-European country, delivery will be extended accordingly.

Gold Onsite Support:

Replacement of defective hardware after qualified damage report and verification of the error on business days until 3 pm on the same day within four hours at the location of the hardware. If reporting occurs on business days after 3 pm, replacement will take place on the following business day by noon. Replacement will be carried out by a courier who will pick up the defective device in its original packaging. The courier will not carry out any maintenance or configuration at all. This service is not available without restrictions nationally / in Europe. Upon completion of the contract and with relocation, a location check will be required.

Prices for hardware maintenance are listed on the innovaphone price list. When inquiring about the availability of maintenance level Gold and maintenance level Gold Onsite, the location must be stated since these offers are not available for all locations. Detailed information on the various maintenance levels can be found in the contract "Hardware Maintenance Agreement Swap Service for innovaphone Products", which we will gladly send to you upon request.

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