

## Warranty

We provide warranty for some of the products we sell as below only against manufacturing defects.

Electronic modules: 6 Months Warranty

Electronic Tools: 6 Months Warranty

3D Printers: 1 Year Warranty (except physical damages due to misuse, high voltages, etc...)

Passive components such as ICs, Transistors, FETs, Triacs, Diacs, Diodes, Inductors, Capacitors, Resistors, Bridge rectifiers, Fuses, etc... are not covered with warranty.

As per the norms in the technology industry, warranty will be void under certain circumstances mentioned below in this document under Warranty Terms & Conditions.

For example, devices such as Raspberry Pi and NodeMCU (ESP8266, ESP32) have all the GPIO pins at 3.3V TTL level. If you connect an Arduino module with 5V TTL level without properly using level shifters / level convertors or at least dividers, that will easily burn the development board voiding warranty.

How to claim warranty?

First you need to send an email mentioning/attaching all of the following details to [support@tronic.lk](mailto:support@tronic.lk)

Receipt number OR Online Order Reference of the TRONIC.LK Purchase

Your wiring diagram

A photo taken from top showing the way you have connected wires

A clear photo of the item (both sides) showing the physical appearance of it (It must be in the same condition at the time you bought it from us)

The voltage you've given to the module

Explain the problem you see with the module

Once all the above information is supplied and we can't see any issue to help you with, we will ask you to hand over the item to our shop in Kohuwala. You may also send the item to us via Registered Post or a courier service. In that case, you need to properly pack the module, include a note with your name, phone number, email address and bill number, pay all the relevant handling charges and send the module to us. We do not pay for parcels coming to our office for warranty claims. Our qualified engineering team will schedule a time, perform an investigation and contact you with their findings. This process will take up to 10 working days excluding weekends, mercantile holidays and travel restriction times. Some of the frequently asked questions are answered below.

1. Where should I handover the defective item(s) for inspection?

To TRONIC.LK in Kohuwala

2. If I can't come, shall I send the defective item(s) via Registered Post or via a courier service and should I pay the delivery fee?

Yes, you can safely pack the items and send to us by paying all the fees involved. We will not be paying to any courier service to collect parcels.

Our office address is given below.

Sigma Electronics (Pvt) Ltd.

8, 1/2, Sunethradevi Road,

Kohuwala

Tel: 076 8544607 / 0112 199744

3. If I can't come, can you send the replacement item(s) or working item(s) via a courier service and should I pay for the courier company?

Yes, TRONIC.LK can send the item(s) via courier service and you need to pay the courier fee

4. What happens if TRONIC.LK finds the item working?

TRONIC.LK will send you a video as a proof and you have to pay for the time involved in testing. Current fee as of 01/01/2024 is Rs. 1,000 per hour.

5. What happens if we find you have burned it due to misuse?

If the module is burned due to misconnection, firmware update or any other user activity, we will give you a report on that and you have to pay for the time involved in testing. Current fee as of 01/01/2024 is Rs. 1,000 per hour.

6. What happens if we find a manufacturing defect?

There are two options for you. One is to request a refund and the other is to request a replacement. See (3) if you can't come to collect the replacement.

7. What happens if I neglect to pay the expenses?

To avoid further losses, TRONIC.LK will remove you from the system and stop further interactions

8. Why does TRONIC.LK charge for technical support?

You need to pay for the time spent on your work by our technical staff.

## WARRANTY TERMS & CONDITIONS

Warranty will be void if one or many of the following conditions have met.

Burn marks caused by short circuitry

Mechanical damage during transportation of defective unit

Any modification applied to the unit which was not performed by authorized personnel

Inappropriate installation or commissioning

Negligence or inappropriate use of the product

External event (overvoltage, failure of other components in the installation causing our unit to fail, etc.)

Non observance of documentation, including preventative maintenance

Force majeure, including but not restricted to lightning, power surges, natural disasters, and fires

Returned unit shows no fault after analysis

Improper or no application of safety regulations

Utilization in combination with equipment, items or materials not permitted by documentation

#### SPECIAL WARRANTY TERMS & CONDITIONS (PRODUCT WISE)

##### A. Inverters

As per the conditions (4), (5), (6), (9) above, make sure not to connect grid power to the output of the Inverter which will damage it permanently

As per condition (10) above, make sure to use proper batteries with correct voltage. Do not use damaged or substandard batteries

As per the condition (10) above, do not exceed the half ( $1/2$ ) of the marked output peak wattage. For example, if you use a 5kW inverter, the maximum you can use continuously is 2.5kW. Exceeding this will make the inverter to heat up and damage the components inside.

As per condition (2) above, if you don't know the subject properly, always get the installation done by a qualified technician.

##### B. Battery Chargers

Make sure to disconnect batteries from any output source when you connect the battery charger

If the battery is too weak (end of life), do not use the battery charger to continuously charge the battery. Life time for a standard lead-acid battery is 3 years maximum

After charging, make sure to remove the probes of the charger from batteries before connecting batteries to the output source (such as inverter)