



Published Integrator/Dealer Product Warranty Procedure

Integrator/Dealer Who Purchased CYP Europe product:

Warranty Length: 5 years

CYP Europe Product: Within first 2 years of warranty

Contact the supplying vendor who they purchased item from. Their warranty is with them, and they should have the facility to troubleshoot issues and replace products as required. CYP Europe's technical team can be on hand to support our distribution partners during this process.

CYP Europe Product: Years 3, 4 & 5 of the warranty

1. Contact vendor who they purchased item from. Their warranty is with them, and they should have the facility to troubleshoot issues. CYP Europe's technical team can be on hand to support our distribution partners during this process.
2. If unable to resolve the fault remotely the Distribution can engage with CYP Europe and where agreed an RMA will be raised.
3. The faulty item should be returned through the channel to CYP Europe whereupon the item will be tested. If faulty the item will be repaired or replaced at CYP Europe's discretion. If no fault is found it will be returned in the same condition it was received.
4. Should your item be no longer available during the warranty period or is out of warranty please work with your local vendor to facilitate a repair or replace the item subject to exact or compatible alternative product and / or component availability.