

V SERIES - 5 YEAR WARRANTY

We have always been committed to ensuring the highest quality of our products, and it is precisely for this reason that we offer an extension of the warranty to 5 years for our machines, at no additional cost. The only requirement to take advantage of the warranty extension is to activate it online when registering the machine on our website, <http://www.valiani.com>, in the 'Activating 5-year warranty' section, within 30 days from the date of installation, coinciding with the machine's first start-up.

WARRANTY CONDITIONS

The 5-year warranty will only be valid if activated within the time and manner requested; otherwise the machine, purchased from Valiani or an authorized Valiani dealer, including the mechanical, pneumatic, electrotechnical and electronic components will be guaranteed to conform to the Valiani production specifications for a period of one (1) year from the date of product installation/activation coinciding with the date of the machine's first start-up, automatically recorded by the machine's software system (Standard Warranty). The technical support service and free remote connection is valid for one (1) year. Upon expiry it will be possible to request an extension for a fee. The 5-year warranty is only available for the V Series, Optima, Invicta and Integra models. The 5-year warranty is available in all countries*.

CONTENT

During the Warranty Period, Valiani will, at its discretion, repair or replace the machine that does not comply with the Warranty without additional costs, with the exception of travel and labor costs relating to Valiani personnel sent to the site.

The repair, at Valiani's discretion, may involve software updates, replacement of components or boards with others of equivalent functionality, whether new or refurbished. Replaced components, accessories, batteries, or boards are covered by the remaining duration of the original warranty period. As such, the Warranty Period will not be extended in any way. The substituted machine, original accessories, and/or replaced mechanical and electronic components become the property of Valiani.

METHOD

To obtain warranty assistance, the buyer must contact Valiani no later than eight (8) days from the discovery date of the defect in materials, workmanship, or non-compliance with the product's specifications, and before the expiration of five (5) years from the installation/activation of the machine.

In the event that a specific part of the machine is requested to be returned to Valiani or an authorized Valiani dealer, the product must be sent with shipping costs to be paid by the owner/customer, in accordance with Valiani's RMA procedures. This warranty will be void if the RMA procedures are neglected or not properly followed. In the case of a warranty replacement order with a request to return the defective part, if the buyer does not ship it back to Valiani within forty-five (45) days of receipt, Valiani will issue an invoice for each item replaced and not returned.

WARRANTY EXCLUSIONS

This warranty is not valid on consumable parts or [wear parts](#) and if the origin of the fault is not attributable to product defects but to external factors such as, purely by way of example and not exhaustively:

1. Use that does not comply with the indications of the user manual (incorrect use), tampering, negligence, or neglect and in the case of alterations or repairs carried out by personnel not authorized by Valiani.
2. Use of accessories, software applications and peripherals (including but not limited to: batteries, USB adapters and power supplies), not manufactured, supplied, or expressly authorized by Valiani.
3. Use of blades or components not produced, supplied or expressly authorized by Valiani.
4. Connection to incompatible energy sources, supercharging the machine, or the connection to an earthing system not in accordance with the law.
5. Use of connection cables to the electric control unit of the Product that are elongated, modified, damaged or have been crushed or short-circuited.
6. When defects or damages are due to humidity, liquids or other infiltrations.

Oscillating head, Router 1Kw, Vacuum pump and Industrial Vacuum Extractor are excluded from the 5-year warranty.

In addition, this warranty will not apply if the serial number of the Product has been modified, deleted, duplicated, removed or made illegible. Valiani reserves the right to refuse free assistance if the requested documentation cannot be provided or if the information is incomplete, illegible or incompatible with the factory data.

DATA BACK-UP

Before sending your Product or a specific part of the machine for warranty service, please take note and backup all the data that you have entered for your product, such as the library, the settings for the machine setup and any adjustments for cutting, as this data could be deleted during the repair or service operation.

OUT OF WARRANTY REPAIRS

In the event that the customer requests Valiani to perform a repair of the machine or a specific part of the machine beyond the Warranty Period, or if the Warranty cannot be applied due to the nature of the defect(s) or malfunction(s), Valiani, at its discretion, may carry out these repairs and charge for the costs incurred.

* Except China and Hong Kong