

## **PROCEDURES FOR DISTRIBUTORS**

### **Warranty Assessment - Repair Handling**

#### **Warranty:**

Scales and components for Industrial / Retail / Lab is covered by a 1 year warranty period after delivery date from LW stock. For medical weighing scales the warranty period is 2 years.

**Always contact** Lidén Weighing for assessment of the warranty case.

#### **In case of complaint from your customer**

- For initial troubleshooting of the product, always ask if they use correct battery / power supply, connectors and function keys.
- Perform a first warranty evaluation based on purchase date.
- **Contact us at LW - Before anything is sent.** Call: +46 322 - 442 00, or email: [support@liden-weighing.se](mailto:support@liden-weighing.se) for further contact and evaluation. LW documents for warranty / repair must accompany the product for warranty to be claimed.

In order to take a quick action, we need all of the above information to begin the warranty / repair of the product.

If there are no accessories such as adapter included, to make a troubleshooting / repair, LW will provide a new adapter that will be sent with the scale to customer after repair. These products will be charged to the customer.

#### **Packaging instructions**

**To avoid transport damage** please use, if possible, the original packaging of the scale to protect the scale during transportation. Lift off the platform if possible and then pack it together with the scale in a way that everything is stable and well protected for bumps and impacts.

All products that belongs to the scale must be included in order to complete the assessment or repair.

LW reserves the right as supplier to assess whether the scale is covered by warranty or not.

If it appears that the submitted product does not fall under warranty, LW can arrange to make the repair, after communication with the distributor.

## WARRANTY CONDITIONS

The warranty period is 1 year from the invoice date, 2 years on medical scales and covers any manufacturing or construction defects.

Easily troubleshoot the product, such as using the correct battery / power supply and operating, contacts, and function keys. Contact us at Lidén Weighing before sending. Call +46 (0)322-442 00, mail; [Support@liden-weighing.se](mailto:Support@liden-weighing.se) to get an assessment / case number. The document that we send you, is to accompany the product to be repaired.

FILLED IN BY LIDÉN WEIGHING: Warranty

Reparation

Case no: \_\_\_\_\_

## PRODUCT INFORMATION

BRAND/MODELL:

SERIAL NUMBER:

PURCHASE DATE:

RESELLER:

## INVOICE/CONTACT

COMPANY NAME:

CORPORATE NO:

ADDRESS:

MAILADDRESS INVOICE:

CONTACT NAME:

PHONE/CELLPHONE:

## DESCRIPTION OF PROBLEM

PROBLEM:

If you do not have the warranty, you will be asked for a cost proposition?

YES

NO

## COMMENT ON REPAIR BY LIDÉN WEIGHING

Lidén Weighing AB  
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