



**LIFETIME  
WARRANTY**

BUILD WITH CONFIDENCE

# Complete Cabinet Confidence

Lifetime Warranty Terms and Conditions





# LIFETIME WARRANTY

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For participation in the Phoenix Contact Limited (NZBN 9429035977858) (**Phoenix Contact New Zealand**) "Complete Cabinet Confidence" Lifetime Warranty (LW) program, customer registration is required.

Certain restrictions apply. Warranty cover of products in the program is strictly limited to Phoenix Contact manufactured products and must have been purchased from Phoenix Contact New Zealand or a Phoenix Contact New Zealand authorised New Zealand distributor. Improperly applied or installed products may void warranty. See the complete terms and conditions below for full details of this warranty.

## TERMS AND CONDITIONS

### Phoenix Contact New Zealand "Complete Cabinet Confidence" Lifetime Warranty Program

The following warranty is exclusive and is offered in addition to Phoenix Contact New Zealand's other published base product warranties.

Under the Phoenix Contact New Zealand's "Complete Cabinet Confidence" Lifetime Warranty (LW) program, warranty cover commences on the respective date of registration in the program.

Phoenix Contact New Zealand warrants to original buyers of products set out in the covered product list on right (Products) from Phoenix Contact New Zealand's or Phoenix Contact New Zealand's Authorised Distributors in New Zealand, as well as subsequent purchasers of OEM equipment into which the Products have been installed by the original buyer, as long as the original buyer and subsequent purchaser (as applicable) have registered in the program, that the Products will be free from defects in workmanship and materials for the lifetime of the Product.

### Excluded Product List:

Backlight and internal battery for Industrial PC and Human Machine Interfaces (HMI), Software, Automatic Tools, Printers are not included in this program. Normal wear and tear on electromechanical relay contacts, surge protection devices, printer associated consumables and wearable parts of hand tools are not covered. Wearable parts include, but not limited to: tips of screwdrivers, springs, cutting edges of a tool and the die set in a hand crimp tool, print heads & inks.

### Covered Product List:

This warranty covers all Products purchased from Phoenix Contact New Zealand in the categories listed below, except as explicitly listed in the excluded product list.

- **Controllers**
- **Electronic contactors and motor control**
- **Functional safety**
- **Industrial communication technology**
- **Installation and mounting material**
- **I/O systems**
- **Lighting and signaling**
- **Marking and labeling**
- **Measurement and control technology**
- **Monitoring**
- **Power supplies and UPS**
- **Protective devices**
- **Relay modules**
- **Sensor/actuator cabling**
- **Surge protection and interference filters**
- **System cabling for DCS and PLC**
- **Terminal blocks**
- **Tools**
- **Industrial PC (VL3 Series only)**
- **Human Machine Interfaces (WP / TP 6000 Series only)**



## Program Detail:

Phoenix Contact New Zealand will repair or replace any defective Product if, in its sole discretion, the Product falls within the terms of this warranty and is determined to be defective. Replacements will be limited to the availability of identical replacement or compatible hardware. Repairs will be limited by the availability of replacement components. Advance replacements will not be provided, and any shipping or handling costs incurred in returning the Product to Phoenix Contact New Zealand are not covered.

No warranty will be given for damage resulting from, among other things, abuse, neglect, misuse, accident, improper storage, incorrect power sourcing or accessories, altering the Product from its original state, or for any Product which has not been installed, operated or maintained within Phoenix Contact New Zealand's published Product specifications and installation recommendations. Furthermore, all electronic components covered under this program must be powered and protected at the time of installation, and at all times thereafter, in accordance with Phoenix Contact New Zealand's recommendations for power supply and surge suppression protection. To ensure coverage of electronic components under this program, any application specific questions regarding the proper selection of any power supply and protection components should be directed to Phoenix Contact New Zealand's Technical Support Team. Phoenix Contact New Zealand makes no warranty with respect to any Products which are manufactured by or which carry the brand of a third party who is not an affiliate of Phoenix Contact New Zealand.

In no event shall Phoenix Contact New Zealand be liable (regardless of the form of action, whether in contract or in tort or otherwise, including negligence) under this warranty for special, indirect, incidental, consequential or punitive damages alleged to be as a consequence of any damage to, failure of, or defect in any Product, including damages for lost profits, data, time, revenues and the like, even if Phoenix Contact New Zealand is advised in advance of the possibility of such damages.

Purchases of Products made prior to registration in this program are not eligible for coverage. For all claims submitted for coverage under this program, Phoenix Contact New Zealand reserves the right to audit the application and purchase history for products referenced in the claim to confirm proper compliance with the terms and conditions specified for coverage under this program.

Upon discovery of any alleged defect, the program participant shall promptly notify Phoenix Contact New Zealand, via the Complete Cabinet Confidence LW Claim request procedure located on the Phoenix Contact New Zealand website, of any product failure or defect and such notice must contain reasonable detail as to the nature of the failure or defect within thirty (30) days of such discovery of any alleged defect. Failure to give the notice within this period may constitute a waiver of any rights under this warranty.

Phoenix Contact New Zealand reserves the right to terminate this warranty program at any time. Should this program be terminated, any purchases made by registered participants of the program during the period while the program was active would remain covered by the program.

This warranty applies only to Phoenix Contact New Zealand's Products which are sold/purchased in New Zealand, and which were purchased from Phoenix Contact New Zealand or an authorised distributor of Phoenix Contact New Zealand.



# LIFETIME WARRANTY

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## LIFETIME WARRANTY

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### Choose Phoenix Contact with confidence

Phoenix Contact engineers durable and reliable products for your control cabinet. Dedication to quality and innovation, united with our strong commitment to provide customer peace-of-mind, form the foundation of this exclusive Phoenix Contact warranty program.

Our goal is to be your most trusted partner in building your control cabinet. We believe that achieving peace-of-mind should be easy!

### Simple three-step registration

To assure your Phoenix Contact products are covered under our exclusive Lifetime Warranty, follow these steps:

**Step 1** – Submit your registration

(<https://www.phoenixcontact.com/en-nz/nz-lifetime-warranty>).

**Step 2** – Select and install Phoenix Contact products in accordance with our recommendations.

**Step 3** – Make sure all electronics are powered and protected with appropriate Phoenix Contact power supplies and surge protection.

PHOENIX CONTACT NZ Ltd.

#### CONTACT US

Technical Support number: +64 508 474 636 (toll free)

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Website: [www.phoenixcontact.co.nz](http://www.phoenixcontact.co.nz)

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#### AUCKLAND

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#### CENTRAL REGION

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#### SOUTH ISLAND NORTH

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#### SOUTH ISLAND SOUTH

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