Elsner Elektronik GmbH smart building technology

Sohlengrund 16
75395 Ostelsheim
Deutschland

www.elsner-elektronik.de
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Tel.: +49 70 33 / 30 945-0

Guarantee Certificate

Voluntary Manufacturer's Guarantee of Elsner Elektronik GmbH

1. Statutory rights of the consumer

Irrespective of this guarantee, you are entitled to the statutory rights in respect of defects. You can assert these statutory rights free of charge. Your statutory rights are not restricted by this guarantee.

2. Guarantor

The guarantor is:
Elsner Elektronik GmbH, Sohlengrund 16, 75395 Ostelsheim, Germany
Phone: +49 (0) 7033 / 30945-0, e-mail: info@elsner-elektronik.de

3. Persons entitled to the guarantee

This guarantee applies exclusively to consumers within the meaning of Section 13 of the German Civil Code (BGB) who purchased the product as first buyers directly via the Elsner online shop (https://www.elsner-elektronik.de).
Excluded from the guarantee are in particular entrepreneurs, commercial buyers, resellers and buyers who purchase the product for the purpose of resale.
The guarantee is not transferable.

4. Products covered

This guarantee applies to products that are placed on the market under the Elsner brand and were purchased by the consumer directly via the Elsner online shop.
It also covers products that are not manufactured by Elsner Elektronik GmbH itself but are sold under the Elsner brand or with Elsner marking.
Not covered are in particular:

- products sold under a third-party brand or manufacturer's marking,
- accessories from other manufacturers,
- spare parts,
- consumables,
- wearing parts,
- used products,
- products not purchased directly via the Elsner online shop.

Individual excluded products are only included in this guarantee if this is expressly stated in the respective product description or in separate guarantee information.

5. Guarantee period

The guarantee period is three years from delivery of the product to the consumer. The date of delivery is decisive.
If the date of delivery cannot be proven, the guarantee period begins on the invoice date.
A guarantee service does not cause the guarantee period to start again or to be extended.

6. Scope of the guarantee

This guarantee covers material and manufacturing defects of the guaranteed product.
No guarantee of durability is given. In particular, Elsner Elektronik GmbH does not guarantee that the product will remain free from failures, malfunctions or wear throughout the entire guarantee period.
A guarantee claim only exists if a material or manufacturing defect occurs within the guarantee period and this defect is not excluded from the guarantee under clause 7.
In the event of a guarantee claim, Elsner Elektronik GmbH shall, at its own discretion, provide one of the following services:

- repair of the product,

- replacement of the product with an identical or equivalent product,
- supply of a spare part, provided this is suitable for remedying the material or manufacturing defect.

If the product concerned is no longer available, a technically equivalent successor product may be provided.
No further claims arise from this voluntary guarantee unless liability is mandatory under statutory law.

7. Exclusions

The guarantee does not apply to damage, defects or malfunctions attributable in particular to:

- improper installation, mounting, commissioning, operation or maintenance,
- failure to observe the operating, installation or safety instructions,
- use outside the intended operating conditions,
- modifications, interventions or repair attempts by unauthorised persons,
- external influences, in particular overvoltage, lightning, moisture, heat, cold, dust, chemical influences or mechanical damage,
- normal wear and tear,
- consumables, batteries, rechargeable batteries or other wearing parts, insofar as their failure is due to normal consumption or ageing,
- damage caused by third-party products, software, networks, power supply or other external systems connected to the product.

The guarantee does not cover installation and removal costs, costs of troubleshooting outside the product, consequential damage, loss of use or other indirect damage, unless liability for these is mandatory under statutory law.
The consumer's statutory rights in respect of defects remain unaffected.

8. Territorial scope

The guarantee applies to products delivered via the Elsner online shop to consumers in one of the following countries: Germany, France, Italy, Liechtenstein, Luxembourg, Monaco, the Netherlands, Austria, the Republic of Moldova and Switzerland.

9. Procedure for making a guarantee claim

To make a guarantee claim, the consumer must contact Elsner Elektronik GmbH within the guarantee period.
Contact can be made by e-mail to: info@elsner-elektronik.de
or in writing to: Elsner Elektronik GmbH, Sohlengrund 16, 75395 Ostelsheim, Germany.
The consumer must provide the following information and documents:

- name and address,
- order number or invoice number,
- proof of purchase in the Elsner online shop,
- product name,
- serial number, if available,
- description of the material or manufacturing defect claimed,
- date on which the defect occurred,
- photos or other evidence of the fault, if applicable.

Before returning the product, the further procedure must be agreed with Elsner Elektronik GmbH.

10. Costs of the guarantee service

Repair, replacement or supply of spare parts under this guarantee is free of charge for the consumer.
The guarantee does not cover installation and removal costs, costs of troubleshooting outside the product, consequential damage, loss of use and other indirect damage, unless liability for these is mandatory under statutory law.

11. Provision of the guarantee certificate

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This guarantee certificate is made available to the consumer on a durable medium no later than upon delivery, in particular as a PDF attachment to the order confirmation, as a PDF attachment to the shipping confirmation or in another storable form.

12. Final provisions

This guarantee does not restrict any mandatory statutory rights of the consumer.
Should individual provisions of this guarantee be or become invalid, the validity of the remaining provisions shall remain unaffected.

Version of the guarantee terms: 12 November 2026