

FIBARO DOOR/WINDOW SENSOR FGK-10x

FIBARO Door/Window Sensor is a wireless, battery powered reed sensor compatible with the Z-Wave Plus standard. Changing the device's status will automatically send signal to the Z-Wave controller and associated devices.

Sensor can be used to trigger scenes and everywhere there is a need for information about opening or closing of doors, windows, garage doors, etc. Opening is detected by separating the sensor's body and the magnet.

In addition the FIBARO Door/Window Sensor supports one DS18B20 temperature sensor and has one potential free input.

For full instruction manual and technical specification please visit our website:

manuals.fibaro.com/en/door-window-sensor



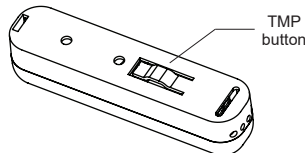
Read the manual before attempting to install the device!

Specifications

Battery supply:	3.6V battery
Battery type:	ER14250 (½AA)
Inputs:	1x potential-free
Supported temperature sensor:	single DS18B20
Operating temperature:	32 to 104°F
Dimensions (L x W x H):	3" x 0.67" x 1.075"

Basic activation of the device

- 1) Open the cover.
- 2) Remove the battery blocker.
- 3) Close the cover.
- 4) Locate the sensor nearby the main Z-Wave controller.
- 5) Set the main Z-Wave controller into adding mode.
- 6) Quickly, triple click the TMP button located on the bottom of the casing.



TMP button location

- 7) Wait for the device to be added to the system.
- 8) Successful adding will be confirmed by the controller.
- 9) Install the device using the attached self-adhesive pads.



FCC ID:
2AA9MFGK10XZ5
IC number:
20430-FGK10XZ5

FIBARO DOOR/WINDOW SENSOR FGK-10x

Le **FIBARO Door/Window Sensor** est un capteur magnétique sans fil alimenté sur batterie compatible Z-Wave Plus. Le changement d'état du module est automatiquement envoyé au contrôleur Z-Wave et aux périphériques associés.

Le capteur peut être utilisé pour déclencher des scénarios et partout où il y a besoins des informations sur l'ouverture ou la fermeture des portes, fenêtres, portes de garage, etc. L'ouverture est détectée en séparant le corps du capteur et l'aimant.

De plus, le FIBARO Door/Window Sensor supporte le capteur de température DS18B20 et possède une entrée libre de potentiel.

Pour le manuel et les spécifications techniques, s'il vous plaît, visiter notre site Web:

manuals.fibaro.com/fr/door-window-sensor



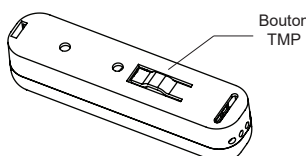
Lisez le manuel avant de tenter d'installer l'appareil!

Spécifications

Alimentation:	Batterie 3.6V
Type de batterie:	ER14250 (½AA)
Entrées:	1x libre de potentiel
Capteur de température supporté:	simple DS18B20
Température de fonctionnement:	0 à 40°C
Dimensions (L x l x H):	76 x 17 x 19 mm

Installation du dispositif

- 1) Ouvrir le couvercle.
- 2) Retirez la languette protégeant la batterie.
- 3) Fermer le couvercle.
- 4) Mettre le capteur à proximité du contrôleur principal Z-Wave.
- 5) Mettez le contrôleur principal de Z-Wave en mode inclusion.
- 6) Cliquez rapidement 3 fois sur le bouton TMP situé sur le bas du boîtier.



Emplacement du bouton TMP

- 7) Attendez que l'appareil soit inclus dans le système.
- 8) Le succès de l'inclusion sera confirmé par le contrôleur.
- 9) Installer le module en utilisant les autocollants double-face.



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FIBARO Door/Window Sensor es un sensor de lengüeta inalámbrico y alimentado por baterías, compatible con el estándar Z-Wave Plus. El cambio en el estado del dispositivo automáticamente enviará una señal al controlador Z-Wave y otros dispositivos asociados.

El sensor se puede usar para activar escenas y en todas partes existe la necesidad de saber si se abren o cierran las puertas, ventanas, puertas de garajes, etc. La apertura se detecta cuando se separa el cuerpo del sensor del imán.

Además, el FIBARO Door/Window Sensor permite un sensor de temperatura DS18B20 y tiene una entrada potencialmente libre.

Para obtener el manual completo de instrucciones y especificaciones técnicas, por favor visite nuestra web:

manuals.fibaro.com/es/door-window-sensor



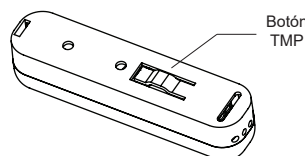
¡Lea el manual antes de intentar instalar el dispositivo!

Especificaciones

Alimentación:	Batería de 3.6V
Tipo de batería:	ER14250 (½AA)
Entradas:	1x libre de potencial
Sensor de temperatura compatible:	Un DS18B20
Temperatura de trabajo:	0 a 40°C
Dimensiones (L x An x Al):	76 x 17 x 19 mm

Activación básica del dispositivo

- 1) Abra la carcasa.
- 2) Extraiga el aislante que impide el contacto de la batería con los bornes del sensor.
- 3) Cierre la carcasa.
- 4) Coloque el sensor cerca del controlador Z-Wave principal.
- 5) Active el controlador principal Z-Wave en modo de inclusión.
- 6) Rápidamente, pulse tres veces el botón TMP ubicado en la parte inferior del dispositivo.



Ubicación del botón TMP

- 7) Espere a que el dispositivo sea incluido en el sistema.
- 8) Una inclusión satisfactoria será confirmada por el controlador.
- 9) Instale el dispositivo usando los adhesivos suministrados.



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FIBARO Door/Window Sensor é um dispositivo sem fios, operado a bateria compatível com o protocolo Z-Wave Plus. A alteração de estado de aberto para fechado (ou vice versa) é automaticamente reportada ao controlador Z-Wave e outros dispositivos associados.

O sensor pode ser usado para despoletar cenários e para perceber a abertura ou fecho de portas, janelas, portões de garagem, etc. A abertura é percebida pela separação do sensor e do dispositivo magnético associado.

Adicionalmente o FIBARO Door/Window Sensor suporta uma sonda de temperatura DS18B20 e tem uma entrada livre de potencial.

Para visualizar o manual de instruções e especificações técnicas completas por favor acesse our website:

manuals.fibaro.com/pt/door-window-sensor



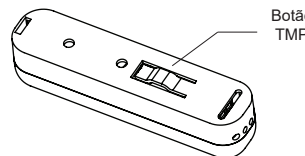
Leia o manual antes de tentar instalar o dispositivo!

Especificações:

Alimentação:	Bateria 3.6V
Tipo de bateria:	ER14250 (½AA)
Entradas:	1x livre de potencial
Sonda de temperatura suportada:	1x DS18B20
Temperatura de funcionamento:	0 a 40°C
Dimensões (C x L x A):	76 x 17 x 19 mm

Ativação básica do dispositivo:

- 1) Remova a cobertura.
- 2) Remova o bloqueador de bateria.
- 3) Feche a cobertura.
- 4) Coloque o sensor perto do controlador Z-Wave primário.
- 5) Coloque o controlador Z-Wave primário no modo de inclusão.
- 6) Clique rapidamente 3 vezes o botão TMP, localizado no fundo do dispositivo.



Localização do botão TMP

- 7) Aguarde que o dispositivo seja incluído no sistema.
- 8) O sucesso da inclusão será confirmada pelo controlador.
- 9) Instale o dispositivo utilizando as bandas auto-adhesivas incluídas.



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This limited warranty is provided by Fibar USA, LLC (the "Company"), 1040 E. Lake Ave., Glenview, Illinois 60025, as the sole and exclusive remedy offered to a purchaser (the "Customer") of the products (the "Products") for any alleged defects in any of the Products. The warranty is subject to all terms sets forth below.

1. LIMITED WARRANTY:

Subject to the limitations of section 2, the company warrants that the products sold by the company to the customer will be free from defects in material and workmanship under normal use and regular service and maintenance for a period of one (1) year from the date of purchase of the products. The one-year period may be referred to as the "limited warranty period".

This is the sole and exclusive warranty given by the company with respect to the products and is in lieu of and excludes all other warranties, express or implied, arising by operation of law or otherwise, including without limitation, any implied warranties of merchantability, fitness for a particular purpose, non-infringement and the implied condition of satisfactory quality.

The product is not, is not intended to function or be used as, should not be used as, and shall not be deemed to be, an alarm system or home security system. The product's intended use shall not include use as an alarm system or home security system.

This limited warranty does not extend to any losses or damages due in whole or in part to misuse, accident, abuse, neglect, normal wear and tear, negligence (other than the Company's), unauthorized modification or alteration, use beyond rated capacity, unsuitable power sources or environmental conditions, improper installation, repair, handling, maintenance or application, third party actions or omissions (whether as an agent or apparent agent of the Company), criminal acts, or any other cause not the direct fault of the Company.

2. LIMITATION OF REMEDY:

If within the limited warranty period, the Customer discovers any covered warranty defects and notifies the Company within thirty (30) days of such discovery, pursuant to the Claims Procedure in Section 4 below, the Company shall, at its option and as the Customer's exclusive remedy, repair or replace F.O.B. point of manufacture.

The remedies set forth in this limited warranty are exclusive. The sole and exclusive remedy for breach of any warranty hereunder shall be limited to repair or replacement of the products.

In the event that the product cannot be repaired or replaced, the company reserves the right to substitute a product of similar technical parameters.

The company will not refund the purchase price of the original product. Failure by the Customer to give such written notice within the thirty (30) day time period shall be deemed an absolute and unconditional waiver of the Customer's claim for such covered defects. All costs and expenses of dismantling, reinstallation and freight, including the time of the Company's personnel and representatives for site travel and diagnosis under this limited warranty, shall be borne by the customer unless accepted in writing by the Company. Products repaired or replaced during the limited warranty period shall be covered by the foregoing limited warranty for the remainder of the limited warranty period.

The Customer assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Products, either alone or in combination with other products/components.

3. LIMITATION OF LIABILITY:

In no event, regardless of the form of the claim or cause of action (whether based in contract, infringement, negligence, strict liability, other tort or otherwise), shall the company's liability to the customer or any third party exceed the price paid by the customer for the specific products giving rise to the claim or cause of action.

To the maximum extent permitted by applicable law, the company shall not be liable to the customer or any third party for any general, direct, indirect, incidental, special, consequential, or punitive damages, including, but not limited to, loss of profits or anticipated profits, business interruption, loss of use, revenue, reputation and data, costs incurred, loss or damage to property or equipment, bodily injury, or death, arising from any claim or cause of action relating to the product, whether such is based on warranty, contract, tort (including negligence and strict liability).

These limitations shall apply notwithstanding any failure of essential purpose of any remedy. Some states and/or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages so the above exclusions may not apply to certain customers.

The Customer assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Products, either alone or in combination with other products/components.

4. CLAIMS PROCEDURE:

The Customer shall make a claim by written notice to the Company through the contact information listed on its website at www.fibaro.com or by contacting the Company through the telephone number listed on the website. Any telephone conversations will be recorded. The Company will issue a designator claim number for each claim made. The Customer may be contacted by an authorized warranty service representative to arrange a date for an inspection of the Product. This inspection shall be in the presence of the Customer. The Product that is the subject of the claim shall be made available by the Customer together with complete standard equipment and the documents confirming the Product's purchase. Covered defects (as determined by the Company or its authorized service representative) found during the limited warranty period shall be remedied within thirty (30) days from the date of inspection or the date the Product is delivered to the Company or its authorized service representative, whichever is later. The limited warranty period shall be extended by the time that the Product is in the possession of the authorized service representative or the Company.

Remember: before you submit a warranty claim, contact our technical support using telephone or e-mail. More than 50% of operational problems is resolved remotely, saving time and money spent to initiating claim procedure.

5. GOVERNING LAW AND BINDING ARBITRATION:

Please read this section carefully. It affects customers' rights and will have a substantial impact on how claims the company and the customer have against each other are resolved. This limited warranty contains a binding arbitration provision which may be enforced by the parties.

The Company and the Customer agree that any claim or dispute at law or equity that has arisen or may arise between them relating in any way to or arising out of this limited warranty or the Products will be resolved in accordance with the provisions set forth in this Section.

A. Applicable Law. The Customer and the Company agree that, except to the extent inconsistent with or preempted by federal law, the laws of the State of Illinois, without regard to principles of conflict of laws, will govern the limited warranty and Products and any claim or dispute that has arisen or may arise between the Company and the Customer, except as otherwise stated herein. The Federal Arbitration Act governs the interpretation and enforcement of this Section 5. The U.N. Convention on Contracts for the International Sales of Goods shall not apply.

B. Agreement to Arbitrate. The Company and the Customer each agree that any and all disputes or claims that have arisen or may arise between them relating to or arising out of this limited warranty or the

Products shall be resolved exclusively through final and binding arbitration, rather than in a court proceeding. Alternatively, the Customer may assert his/her claims in small claims court, if the claims qualify and so long as the matter remains in such court and advances only on an individual (non-class, non-representative) basis.

The Company and the Customer agree that each of them may bring claims against the other only on an individual basis and not as a plaintiff or class member in any purported class or representative action or proceeding. Unless both the Company and the Customer agree, the arbitration may not consolidate or join more than one person's claims and many not otherwise proceed over any form of a consolidated, representative, or class proceeding.

C. Opt-Out. The Customer may opt-out of this agreement to arbitrate by sending the Company a written opt-out notice, via certified mail and postmarked no later than 30 days after the date of purchase of the Product. The opt-out notice must be addressed to the Customer's name and address, the serial number of the Product purchased, and the date and location of the purchase. All other parts of this limited warranty will still apply.

D. Procedures. The arbitration shall be administered by JAMS pursuant to its Comprehensive Arbitration Rules and Procedures or pursuant to JAMS' Streamlined Arbitration Rules and Procedures, whichever as applicable. JAMS' rules are available at www.jamsadr.com. The use of the word "arbitrator" in this provision shall not be construed to prohibit more than one arbitrator from presiding over the arbitration; rather, the JAMS' rules will govern the number of arbitrators that may preside over an arbitration. The Customer will have a reasonable opportunity to participate in the selection of the arbitrator.

A Customer who intends to seek arbitration must first make a written claim against the Company pursuant to Section 4. If the Customer and the Company are unable to resolve the claim within thirty (30) days from the date of the notice, the Company or the Customer may initiate arbitration proceedings. A form for initiating arbitration proceedings is available on JAMS' website. In addition to filing the form with JAMS, the party initiating the arbitration must mail a copy of the completed form to the other party. In the event the Company initiates arbitration against a Customer, it will send a copy of the completed form to the physical address the Company has on file for the Customer.

The arbitration hearing shall be held in the county in which the Customer resides or at another mutually agreed location.

Arbitration uses a neutral arbitrator instead of a judge or jury. Discovery or the exchange of non-privileged information will be allowed pursuant to JAMS' rules. The arbitrator will decide the substance of all claims in accordance with applicable law, including recognized principles of equity, and will honor all claims of privilege recognized by law. An arbitrator can award the same damages and relief on an individual basis that a court can award to an individual. The arbitrator's award shall be final and binding and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. An award will consist of a written statement stating the disposition of each claim, and will include a concise written statement of the essential findings and conclusions on which the award is based.

Payment of all filing, administration and arbitrator fees is governed by JAMS' provided, however, that when a Customer initiates arbitration against the Company, the fee required to be paid by the Customer is that amount designated by JAMS for consumer arbitrations. All other costs will be paid by the Company.

If an arbitrator or court decides that any part of this limited warranty is invalid or unenforceable, the other parts of the limited warranty shall still apply to the extent applicable. In the event that this agreement to arbitrate is wholly inapplicable, the Customers agree that any claim or dispute that has arisen or may arise between the Customer and the Company must be resolved exclusively by a state or federal court located in Cook County, Illinois. The Customer agrees to submit to the personal jurisdiction of the courts located within Cook County, Illinois, for the purpose of litigating all such claims or disputes.

THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
 - Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.

Legal Notices

All information, including, but not limited to, information regarding the features, functionality, and/or other product specification are subject to change without notice. Fibaro reserves all rights to revise or update its products, software, or documentation without any obligation to notify any individual or entity.

Fibaro, Fibar Group logo, and Fibaro Door/Window Sensor are trademarks of Fibar Group S.A. All other brands and product names referred to herein are trademarks of their respective holders.

Disclaimer

The information contained herein is provided in connection with Fibaro products. No license, expressed or implied by estoppel or otherwise, to any intellectual property rights is granted by this documents.

This documentation may contain references to third-party sources of information, hardware or software, products or services ("collectively the "Third-Party Products or Services"). Fibaro does not control the Third-Party Products or Services and is not responsible for any Third-Party Products or Services.

Except as provided above or except to the extent prohibited by applicable law, Fibaro shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Fibaro assumes no liability whatsoever, and Fibaro disclaims any express or implied warranty, relating to the sale and/or use of the Fibaro products, including, but to limited to, liabilities and/or warranties relating to fitness for a particular purpose, merchantability, and/or infringement of any patent, copyright and/or other intellectual property right.

Except to the extent prohibited by applicable law, Fibaro's liability shall not exceed the price paid for the Fibaro products from direct, indirect, special, incidental or consequential damages resulting from the use of the products, its accompanying software, or product specifications, manuals, installation guides and/or any other documentation.

Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or other limitations on warranties, so the above limitations or exclusion may not apply to you. You may also have other rights that vary from state to state or province to province.

EN Warranty terms - Canada

1. The Guarantee is provided by FIBAR GROUP SA (hereinafter "Manufacturer"), based in Poznań, ul. Lotnicza 1; 60-421 Poznań, entered into the register of the National Court Register kept by the District Court in Poznań, VIII Economic Department of the National Court Register, under no. 553265, NIP 7811858097, REGON: 301595664.

2. The Manufacturer is responsible for equipment malfunction resulting from physical defects (manufacturing or material) of the Device during 12 months business / 24 months for individual customers from the date of its purchase.

3. During the Guarantee period, the Manufacturer shall remove any defects, free of charge, by repairing or replacing (at the sole discretion of the Manufacturer) any defective components of the device with new or regenerated components that are free from defects. When the repair proves impossible, the Manufacturer reserves the right to replace the device with a new or regenerated one, which shall be free from any defects and its quality shall not be worse than the original device owned by the Customer.

4. In special cases, when the device cannot be replaced with the device of the same type (e.g. the device is no longer available), the Manufacturer can replace it with a different device having technical parameters similar to the faulty one. Such an activity shall be considered as fulfilling the obligations of the Manufacturer. The Manufacturer shall not refund money paid for the device.

5. The holder of a valid guarantee shall submit a guarantee claim through the guarantee service. Remember: before you submit a guarantee claim, contact our technical support using telephone or e-mail. More than 50% of operational problems are resolved remotely, saving money spent on initiating guarantee procedure. If remote support is insufficient, the Customer shall fill the guarantee claim form (using our website - www.fibaro.com) in order to obtain claim authorization. When the guarantee claim form is submitted correctly, the Customer shall receive the claim confirmation with a unique number (Return Merchandise Authorization -RMA).

6. The claim can be also submitted by telephone. In this case, the call is recorded and the Customer shall be informed about it by a consultant before submitting the claim. Immediately after submitting the claim, the consultant shall provide the Customer with the claim number (RMA-number). The collection and use of any personal information by Manufacturer will be treated in accordance with Manufacturer's Privacy Policy available on www.fibaro.com.

7. When the guarantee claim form is submitted correctly, a representative of the Authorised Guarantee Service (hereinafter as "AGS") shall contact the Customer.

8. Defects revealed within the Guarantee period shall be removed not later than 30 days from the date of delivering the device to AGS. The guarantee period shall be extended by the time in which the device was kept by AGS.

9. A faulty device shall be provided by the Customer with complete standard equipment and documents proving its purchase.

10. Parts replaced under the guarantee are the property of the Manufacturer. The guarantee for all parts replaced in the guarantee process shall be equal to the guarantee period of the original device. The duration of the guarantee shall be extended for a period equal to the time during which the Manufacturer has had the device or a part of the device in its possession for the performance of the guarantee.

11. Costs of delivering the faulty device shall be borne by the Customer. For unjustified service calls,

the Service can charge the Customer with travel expenses and handling costs related to the case.

12. AGS shall not accept a complaint claim only when:

- the device was misused or the manual was not observed,
- the device was provided by the Customer incorrectly, without accessories or nameplate,
- it was determined that the fault was caused by other reasons than a material or manufacturing defect of the device
- the guarantee document is not valid or there is no proof of purchase,

13. The Manufacturer shall not be liable for damage to property caused by defective device. The Manufacturer shall not be liable for indirect, incidental, special, consequential or punitive damage, or for any damage, including, inter alia, loss of profits, savings, data, loss of benefits, claims by third parties and any property damage or personal injuries arising from or related to the use of the device.

14. The guarantee shall not cover:

- mechanical damage (cracks, fractures, cuts, abrasions, physical deformations caused by impact, falling or dropping the device or other object, improper use or not observing the operating manual);
- damage resulting from external causes, e.g.: flood, storm, fire, lightning, natural disasters, earthquakes, wars, civil disturbance, force majeure, unforeseen accidents, theft, water damage, liquid leakage, battery spill, weather conditions, sunlight, sand, moisture, high or low temperature, air pollution;
- damage caused by malfunctioning software, attack of a computer virus, or by failure to update the software as recommended by the Manufacturer;
- damage resulting from: surges in power supply and/or telecommunication network, improper connection to the grid in a manner inconsistent with the operating manual, or from connecting other devices not recommended by the Manufacturer;
- damage caused by operating or storing the device in extremely adverse conditions, i.e. high humidity, dust, too low (freezing) or too high ambient temperature. Detailed permissible conditions for operating the device are defined in the operating manual;
- damage caused by using accessories not recommended by the Manufacturer
- damage caused by faulty electrical installation of the Customer, including the use of incorrect fuses;
- damage caused by Customer's failure to provide maintenance and servicing activities defined in the operating manual;
- damage resulting from the use of spurious spare parts or accessories improper for given model, repairing and introducing alterations by unauthorized persons;
- defects caused by operating faulty device or accessories.

15. The scope of the guarantee repairs shall not include periodic maintenance and inspections, in particular cleaning, adjustments, operational checks, correction of errors or parameter programming and other activities that should be performed by the user (Buyer). The guarantee shall not cover natural wear and tear of the device and its components listed in the operating manual and in technical documentation as such elements have a defined operational life.

16. If a defect is not covered by the guarantee, the Manufacturer reserves the right to remove such defect at its sole discretion, repairing the damaged or destroyed parts or providing components necessary for repair or replacement.

Industry Canada (IC) Compliance Notice

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux normes d'exemption de licence RSS d'Industry Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil doit accepter toute interférence, notamment les interférences qui peuvent affecter son fonctionnement.

FR Conditions de la garantie - Canada

1. La société FIBAR GROUP S.A. (ci-après dénommée le „Producteur“) ayant son siège à Poznań, ul. Lotnicza 1; 60-421 Poznań, immatriculée au registre des entrepreneurs du Registre Judiciaire National tenu par la VIII Section Économique du Tribunal de District sous le numéro 553265, NIP 7811858097, REGON: 301595664, le capital social de 1 182 100 PLN, garantit la qualité du Dispositif.

2. Le Producteur est responsable pour le fonctionnement défectueux du Dispositif résultant de défauts physiques (du matériel ou du processus de fabrication) inhérents à ce Dispositif dans les délais de :

- 24 mois après la date de sa vente pour l'utilisateur final, s'il s'agit d'un consommateur,

- 12 mois après la date de sa vente pour l'utilisateur final, s'il s'agit d'une entreprise.

3. Dans la période de la Garantie, le Producteur s'engage à éliminer gratuitement tout défaut détecté en réparant ou en échangeant (selon le choix exclusif du Producteur) tout élément défectueux du Dispositif par un élément neuf ou réparé et sans aucun défaut. Si la réparation est impossible à réaliser, le Producteur se réserve le droit d'échanger le Dispositif défectueux par un exemplaire neuf ou réparé et sans aucun défaut, dont l'état physique ne serait pas pire que celui qui est propriété du Client.

4. Si le remplacement, dans des cas particuliers (p. ex. le manque de Dispositif dans son offre commerciale), du Dispositif par un autre exemplaire du même type est impossible, le Producteur pourra le changer par un autre, ayant des caractéristiques techniques les plus proches à celles du dispositif original. Une telle action est considérée comme une réalisation correcte des obligations du Producteur. Le Producteur ne remboursera pas le prix de vente du Dispositif.

5. Seul le titulaire d'un document de garantie valable peut présenter une demande au titre de la garantie. Note: Avant de faire une demande de garantie, veuillez consulter nos ressources d'aide téléphonique et en ligne. Dans la majorité des cas, les problèmes des utilisateurs sont résolus à distance, ce qui permet d'éviter toute perte de temps et des frais au titre d'une procédure de garantie inutile. Si l'il n'est pas possible résoudre votre problème à distance nous allons vous demander de bien vouloir remplir un formulaire de demande d'intervention pour pouvoir obtenir une autorisation sur notre site web www.fibaro.com. Si votre demande d'intervention est correcte, vous recevrez une confirmation de son acceptation et le numéro de demande unique (RMA).

6. Il existe également la possibilité de faire une réclamation par téléphone. Dans ce cas-là l'entretien sera enregistré et le consultant en avertira le Client avant de recevoir la réclamation. Immédiatement après avoir reçu la réclamation, le consultant vous communiquera votre numéro unique de demande (RMA).

7. Dans le cas d'une déclaration de réclamation correcte, le Client recevra le contact au Service de garantie autorisé (ci-après dénommée le „SGA“). Le Client est invité à contacter le SGA et y fournir le Dispositif.

8. Tout défaut détecté au cours de la validité de la garantie sera éliminé dans les 30 jours au maximum, à compter de la date de livraison du Dispositif au SGA. La durée de la garantie est prolongée d'une durée équivalente à la période pendant laquelle le Dispositif était disponible pour le SGA.

9. Le Client doit mettre à disposition le dispositif contesté avec l'équipement standard complet et les documents attestant son achat.

10. Les pièces remplacées dans le cadre de la garantie resteront propriété du Producteur. Toutes les pièces remplacées dans le cadre du processus de réclamation seront garanties pour la même période que celle de la garantie de base du Dispositif. La période de la garantie pour la pièce remplacée ne sera pas prolongée.

11. Les frais de transport du dispositif contesté sont à la charge du Client. En cas de déclaration de réclamation injustifiée, le SGA peut charger le Client des frais liés avec la clarification du cas.

12. Le SGA n'acceptera pas votre réclamation uniquement dans les cas suivants:

- si le Dispositif n'était pas utilisé conformément à sa destination et aux instructions d'utilisation,
- si le Client a fourni le Dispositif incomplet, sans équipement, sans plaque signalétique,
- si la cause du défaut est autre qu'un défaut matériel ou un vice de fabrication inhérent au Dispositif,
- si le document de garantie n'est pas valable et il manque la preuve d'achat.

13. Le Producteur décline toute responsabilité pour tout dommage aux biens causé par le Dispositif défectueux. Le Producteur ne peut être tenu pour responsable de quelconques dommages indirects, accessoires, spéciaux, résultants ou des dommages moraux ni des pertes, y compris la perte de profit, d'économies, de données, d'avantages, de réclamation présentée par un tiers et tous les dommages corporels et matériels résultant ou liés avec l'utilisation du présent Dispositif.

14. Cette garantie de qualité ne couvre pas :

- des lésions mécaniques (fissures, fractures, coupures, écorchures, déformations physiques causées par un choc, une chute du Dispositif même ou par la chute d'un autre objet sur le Dispositif ou les dommages causés par le fonctionnement du Dispositif pour des usages autres que ceux décrits dans le manuel d'utilisation);
- des endommagements résultant des causes externes, par ex.: inondations, orages, incendies, coups de foudre, fléaux de la nature, tremblements de terre, guerres, mouvements sociaux, force majeure, accidents, vols, inondations par un liquide, fuites du liquide des piles, conditions atmosphériques, rayons solaires, sable, humidité, températures hautes et basses, pollution de l'air;
- des dommages causés par un logiciel fonctionnant d'une manière incorrecte, une attaque de virus, ou l'absence de la mise à jour du logiciel, recommandés par le Producteur;
- des dommages résultant de: la surtension dans le réseau d'alimentation et / ou de télécommunication ou de se connecter au réseau électrique d'une manière incompatible avec les instructions ou à cause de la connexion des autres produits dont la connexion n'est pas recommandée par le Producteur.

- des dommages causés par le fonctionnement ou le stockage du Dispositif dans des conditions extrêmement défavorables, soit une forte humidité, la poussière, la température ambiante trop basse (gel) ou trop élevée. Vous trouverez les conditions détaillées dans lesquelles il est permis d'utiliser les Dispositifs dans le mode d'emploi;

- des dommages causés par l'utilisation d'accessoires non recommandés par le Producteur

- des dommages causés par l'installation électrique défectueuse de l'utilisateur, y compris l'utilisation de fusibles inadéquats;

- des dommages causés par l'omission par le Client de la maintenance et d'entretien prévus dans le mode d'emploi;

- des dommages résultant de l'utilisation des pièces de rechange et de l'équipement non-original, incompatibles à un modèle particulier, liés avec les réparations et les modifications réalisées par des personnes non autorisées;

- des défauts causés par la continuation du travail avec le Dispositif ou l'équipement défectueux.

15. Ne rentrent pas dans le cadre des interventions au titre de la garantie les travaux de maintien périodiques, ni les contrôles du Dispositif et, en particulier, nettoyage, régulation, contrôle du fonctionnement, correction des erreurs d'utilisation ou la configuration des paramètres ainsi que toute autre activité dont le responsable est l'utilisateur (Acquéreur). Cette garantie ne couvre pas des défauts causés par l'usage normale du Dispositif et d'autres pièces indiquées dans les instructions d'utilisation et dans la documentation technique dont le temps de fonctionnement est expressément déterminé.

16. Si le type d'endommagement du produit n'est pas couvert par la garantie, le Producteur se réserve le droit de remédier à ce défaut à sa seule discrétion, en effectuant des réparations de la pièce endommagée ou détruite ou bien en facilitant l'acquisition des composants nécessaires à la réparation ou au remplacement.

17. La garantie pour la marchandise vendue n'exclue pas, ne limite pas ni suspend les droits de l'acquéreur résultant des garanties légales.

18. Cette garantie peut-être transféré à un autre propriétaire.

19. La présente garantie est régie et doit être interprétée conformément aux lois de la province de Québec et aux lois fédérales du Canada qui s'y appliquent.

ES Garantía - América del Sur & Mexico

1. La Garantía está cubierta por FIBAR GROUP S.A. (en adelante "Fabricante"), ubicado en Poznań, ul. Lotnicza 1; 60-421 Poznań, entrado en el registro del Registro de la Corte Nacional mantenido por la Corte del Distrito en Poznań, VIII Departamento Económico del Registro de la Corte Nacional, no. 553265, NIP 7811858097, REGON: 30 1595664.

2. El Fabricante es responsable de equipos con mal funcionamiento resultante de defectos físicos (de fabricación o material) de Dispositivo durante 12 meses desde la fecha de su compra.

3. Durante el periodo de Garantía, el Fabricante quitará cualquier defecto, libre de cargo, mediante reparación o restitución (a la discreción única del Fabricante) cualquier componente defectuoso del Dispositivo con componentes nuevos o regenerados libres de defectos. Cuando la reparación resulta imposible, el Fabricante se reserva el derecho de reemplazar el dispositivo con uno nuevo o regenerado, que estará exento de cualquier defecto y su condición no será peor que la del dispositivo original en posesión del Cliente.

4. En casos especiales, cuando el dispositivo no puede ser reemplazado con un dispositivo del mismo tipo (p.ej. el dispositivo ya no está disponible), el Fabricante puede reemplazarlo por un dispositivo distinto que tenga unos parámetros técnicos similares al defectuoso. Dicha actividad será considerada como cumplimiento de las obligaciones del Fabricante. El Fabricante no reembolsará el dinero pagado por el dispositivo.

5. El poseedor de una garantía vigente deberá enviar la reclamación de garantía mediante el servicio de garantía. Recuerde: antes de reclamar la garantía, contacte con nuestro servicio técnico mediante teléfono o e-mail. Más del 50% de los problemas operativos se resuelven de forma remota, ahorrando tiempo y dinero empleado en las iniciaciones del procedimiento de garantía. Si el soporte remoto resultase insuficiente, el Cliente deberá rellenar un formulario de reclamación (usando nuestra web – www.fibaro.com) para obtener una autorización de reclamación.

Cuando el formulario de reclamación de garantía se envía correctamente, el Cliente recibirá la confirmación con un número único (Autorización de Retorno de Mercancías - RMA).

6. La reclamación también se puede enviar por teléfono. En este caso, la llamada se graba y el Cliente será informado sobre éste hecho por un asesor antes de realizar la reclamación. Inmediatamente tras realizar la reclamación, el asesor facilitará el número de reclamación al Cliente (Número-RMA).

7. Cuando el formulario de reclamación de garantía se envía correctamente, un representante del Servicio Autorizado de Garantía (en adelante "AGS") se pondrá en contacto con el Cliente.

8. Defectos descubiertos durante el periodo de garantía serán solucionados en un periodo de tiempo no mayor a los 30 días desde la fecha de entrega del dispositivo al AGS. El periodo de garantía será ampliado durante el plazo de tiempo durante el cual el Dispositivo obra en poder del AGS.

9. Un dispositivo defectuoso será entregado por el Cliente con todo el equipamiento estándar y documentos que demuestren su compra.

10. Las piezas reemplazadas bajo la garantía son propiedad del Fabricante. La garantía de todas las piezas reemplazadas durante el proceso de garantía mantendrá el mismo periodo de garantía que el dispositivo original. El periodo de garantía de piezas reemplazadas no será ampliado.

11. Los costes del envío del dispositivo defectuoso serán sufragados por el Cliente. Por solicitudes de servicio injustificadas, el Servicio puede cargar al Cliente con costes de transporte y manipulación del dispositivo.

12. AGS no aceptará una reclamación solamente cuando:

- el Dispositivo se utilizó incorrectamente o no se siguieron las instrucciones del manual,
- el Dispositivo entregado por el Cliente está incompleto, sin accesorios o placa del fabricante.

- se determinó que el fallo fue debido a otra causa ajena al material o algún defecto de fábrica del Dispositivo

- el documento de garantía no es válido o no existe prueba de compra.

13. El Fabricante no será responsable del daño a la propiedad que pueda causar un dispositivo defectuoso. El Fabricante no será responsable de daños indirectos, fortuitos, especiales, consiguientes o punitivos, o de cualquier daño, incluyendo entre otros, pérdida de ganancias, ahorros, datos, pérdida de beneficios, reclamaciones de terceros y cualquier daño a propiedades o daños personales derivados de o relacionados con el uso del Dispositivo.

14. La garantía no cubrirá:

- daños mecánicos (grietas, fracturas, cortes, abrasiones, deformaciones físicas causadas por impacto, caídas o dejar caer el dispositivo u otro objeto, uso incorrecto o no consultar el manual de instrucciones);
- daños resultantes por causas externas, p. ej.: inundaciones, terremotos, tormentas, fuegos, relámpagos, desastres naturales, terremotos, guerras, disturbios civiles, fuerza mayor, accidentes imprevistos, robo, daño por agua, fuga de líquidos, vertidos de las baterías, condiciones climáticas, luz del sol, arena, humedad, alta o baja temperatura contaminación del aire;
- daños causados por mal funcionamiento del software, ataques de un virus informático, o por no actualizar el software tal como recomienda el Fabricante;
- daños resultantes de: subidas de tensión en el suministro eléctrico y/o red de telecomunicaciones, conexonado incorrecto a la red eléctrica de forma incompatible con el manual de instrucciones, o por conectar otros dispositivos no recomendados por el Fabricante.
- daños causados por operar o almacenar el dispositivo en condiciones extremadamente adversas, p.ej. alta humedad, polvo, temperatura ambiente demasiado baja (congelación) o demasiado alta. Condiciones detalladas permitibles para operar el Dispositivo están detalladas en el manual de instrucciones;
- daños causados por el uso de accesorios no recomendados por el Fabricante
- daños causados por instalaciones eléctricas defectuosas del Cliente, incluso el uso de fusibles defectuosos;
- daños causados por la incapacidad del Cliente en actividades de mantenimiento y servicio definidas en el manual de instrucciones;
- daños resultantes del uso de piezas manipuladas o accesorios incorrectos para un modelo dado, reparaciones e introducción de alteraciones por personal no autorizado;
- defectos causados al operar un Dispositivo o accesorios defectuosos.

15. El alcance de la reparación en la garantía no incluirá mantenimientos periódicos ni inspecciones, en particular limpieza, ajustes, chequeos operacionales, corrección de errores o programación de parámetros y otras actividades que deberían ser realizadas por el usuario (Comprador). La garantía no cubrirá el desgaste natural del Dispositivo y sus componentes listados en el manual de instrucciones y en la documentación técnica tal que tales elementos tienen una vida operativa definida.

16. Si un defecto no está cubierto por la garantía, el Fabricante se reserva el derecho de quitar tal defecto a su entera discreción, reparando las piezas dañadas o destruidas y proporcionando los componentes necesarios para su reparación o reemplazo.

17. Esta garantía no excluirá, limitará o suspenderá los derechos del cliente cuando el producto proporcionado es incompatible con el acuerdo de compra.

PROCEDIMIENTO PARA RECLAMO DE GARANTIA

El cliente deberá hacer una reclamación mediante notificación por escrito a la compañía a través de la información de contacto que aparece en su sitio web www.fibaro.com o poniéndose en contacto con la Compañía a través del número de teléfono que aparece en la página web. Las conversaciones telefónicas podrán ser grabadas. La Compañía emitirá un número de reclamo designado por cada reclamación hecha. El cliente puede ser contactado por un representante de servicio de garantía autorizado para concertar una fecha para una inspección del producto. Esta inspección deberá estar en presencia del cliente. El producto objeto de la reclamación se pondrá a disposición por conducto del cliente, junto con el equipamiento correspondiente y los

documentos que confirman la compra del producto. Los defectos cubiertos (según lo determinado por la compañía o de su representante autorizado) encontrados durante el periodo de garantía limitada serán resueltos dentro de los treinta (30) días desde la fecha de la inspección, o de la fecha en que el producto se entrega a la compañía o de su representante de servicio autorizado, el que sea más tarde. El periodo de garantía limitada se prolongará por el tiempo que el producto está en poder del representante de servicio autorizado o la Compañía.
Recuerde: antes de presentar una reclamación de garantía, contáctase en contacto con nuestro soporte técnico mediante teléfono o correo electrónico. Más del 50% de los problemas de funcionamiento se pueden resolver de forma remota, ahorrando tiempo y dinero invertido para iniciar la tramitación de la reclamación.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial.

2. Este equipo o dispositivo debe aceptar cualquier interferencia. Incluyendo la que pueda causar su operación no deseada.

PT Garantia - América do Sul

1. A garantia é fornecida pela FIBAR GROUP S.A. (doravante denominada de "Fabricante"), com sede em Poznań, ul. Lotnicza 1; 60-421 Poznań, inscrita no registro do Tribunal do Registro Nacional mantido pelo Tribunal Distrital de Poznań, VIII Departamento Económico do Tribunal do Risto Nacional, no. 553265, NIP 7811858097, REGON: 301595664.

2. O Fabricante é responsável por mau funcionamento do equipamento resultante de defeitos físicos (de fabricação ou do material) do dispositivo durante 12 meses para Empresas / 24 meses para clientes individuais a partir da data de sua compra.

3. Durante o período de Garantia, o Fabricante deve remover quaisquer defeitos, gratuitamente, pela reparação ou substituição (a critério exclusivo do fabricante) de quaisquer componentes defeituosos do dispositivo com componentes novos ou regenerados que estejam livres de defeitos. Quando a reparação se revelar impossível, o Fabricante reserva-se o direito de substituir o dispositivo por um novo ou um regenerado, que deve estar livre de quaisquer defeitos e cuja condição não seja pior a do dispositivo original, propriedade do Cliente.

4. Em casos especiais, quando o dispositivo não pode ser substituído por um equipamento do mesmo tipo (p.ex. o dispositivo já não estar disponível), o Fabricante pode substituí-lo por um dispositivo diferente com parâmetros técnicos semelhantes ao defeituoso. Essa atividade deve ser considerada como cumprimento das obrigações do Fabricante. O Fabricante não devolverá dinheiro pago pelo dispositivo.

5. O titular de uma garantia válida deve apresentar um pedido de garantia por meio do serviço de garantia. Lembre-se: antes de apresentar um pedido de garantia, entre em contato com o nosso suporte técnico através de telefone ou e-mail. Mais de 50% dos problemas operativos são resolvidos remotamente, economizando tempo e dinheiro gastos para iniciar procedimento de garantia. Se o suporte remoto for insuficiente, o Cliente deverá preencher o formulário de pedido de garantia (através do nosso website - www.fibaro.com) a fim de obter uma autorização de reclamação.

Quando o formulário de pedido de garantia é submetido corretamente, o Cliente deverá receber a confirmação do pedido com um número exclusivo (RMA - Return Merchandise Authorization).

6. A reclamação pode também ser submetida por telefone. Neste caso, a chamada é gravada e o Cliente será informado sobre isso por um consultor antes de apresentar a reclamação. Logo após a apresentação do pedido, o consultor deve fornecer ao cliente com o número de pedido (numero RMA).

7. Quando o formulário de pedido de garantia for submetido corretamente, um representante Autorizado da Garantia de Serviço (doravante denominada de "AGS") entrará em contato com o Cliente.

8. Os defeitos revelados dentro do período de garantia devem ser removidos o mais tardar 30 dias a partir da data de entrega do dispositivo ao AGS. O período de garantia de serviço será prolongado pelo tempo em que o dispositivo foi mantido pelo AGS.

9. O dispositivo defeituoso será fornecido pelo cliente com o equipamento de série completo e documentos comprovando sua compra.

10. As peças substituídas ao abrigo da garantia são propriedade do Fabricante. A garantia para todas as peças substituídas no processo de garantia será igual ao prazo de garantia do dispositivo original.

O período de garantia da peça substituída não será prolongado.

11. Os custos de entrega do dispositivo defeituoso serão suportados pelo Cliente. Para chamadas de serviço injustificadas, o Serviço poderá cobrar ao Cliente as despesas de transporte e os custos de manipulação relacionados com o caso.

12. AGS não aceitará uma reclamação somente quando:

- o dispositivo foi mal utilizado ou o manual não foi observado,
- o dispositivo foi fornecido pelo cliente incompleto, sem acessórios ou placa de identificação,
- Se determinou que a falha foi causada por razões outras que fabrico ou material do dispositivo ser defeito,
- O documento de garantia não é válido ou não existe prova de compra.

13. O Fabricante não será responsabilizado por danos materiais causados por dispositivos defeituosos. O Fabricante não será responsabilizado por danos indiretos, incidentais, especiais, consesquentes ou punitivos, ou por quaisquer danos, incluindo, entre outros, perda de lucros, poupança, dados, perda de benefícios, reclamações de terceiros e qualquer dano à propriedade ou lesões pessoais decorrentes ou relacionadas do uso do Dispositivo.

14. A garantia não cobre:

- Danos mecânicos (rachaduras, fraturas, cortes, escoriações, deformações físicas causadas por impacto, queda ou por deixar cair o dispositivo ou outro objeto, uso indevido ou a não observação do manual de operação);
- danos resultantes de causas externas, como por exemplo: inundação, tempestade, incêndio, raio, desastres naturais, terremotos, guerras, distúrbios civis, força maior, acidentes imprevistos, roubo, danos causados pela água, vazamento de líquido, derramamento de bateria, condições meteorológicas, sol, areia, humidade, temperatura alta ou baixa, poluição do ar;
- danos causados por software com defeito, ataque de vírus de computador, ou por falta de atualização de software, recomendada pelo fabricante;
- Danos resultantes de: picos de fonte de alimentação e / ou rede de telecomunicações, ligação incorreta à rede e / ou de forma incompatível com o manual de funcionamento, ou da ligação de outros dispositivos não recomendados pelo Fabricante.
- danos causados por operar ou armazenar o dispositivo em condições extremamente adversas, ou seja, alta humidade, poeira, temperatura ambiente muito baixa (congelamento) ou muito alta. Condições admissíveis detalhadas para a utilização do dispositivo definidas no manual de instruções;
- Danos causados pelo uso de acessórios não recomendados pelo Fabricante
- Danos causados por instalação elétrica defeituosa do Cliente, incluindo o uso de fusíveis incorretos;
- Danos causados por falta de atividades de manutenção e de serviço por parte do Cliente definidos no manual de instruções;
- Danos resultantes do uso de peças sobressalentes falsas ou acessórios impróprios para determinado modelo, reparações e alterações não autorizadas por pessoas não autorizadas;
- Defeitos causados por má utilização do dispositivo ou acessório com defeito.

15. O âmbito das reparações em garantia não inclui manutenção e inspeções periódicas, nomeadamente limpeza, ajustes, verificações operacionais, correção de erros ou programação de parâmetros e outras atividades que devem ser executadas pelo usuário (Comprador). A garantia não cobre o desgaste natural do dispositivo e dos seus componentes listados no manual de operação e na documentação técnica visto tais elementos terem uma vida operacional definida.

16. Se um defeito não é coberto pela garantia, o Fabricante reserva-se o direito de remover tal defeito a seu exclusivo critério, reparar as partes danificadas ou destruídas ou fornecer componentes necessários para a reparação ou substituição.

17. Esta garantia não exclui, limita ou suspende os direitos do Cliente quando o produto fornecido seja inconsistente com o acordo de compra.