



PR 承诺五年之内（自保修密封贴完整产品的首次交付日期始），在 PR 地址内或通过指定的第三方，针对由于结构、材料或生产失误所引起的各种产品故障提供免费维修服务。



- 因使用不当、错误维护、安装错误或私自维修而导致的故障不在本保修范围之内

此产品保修政策也适用于 Orgalim S 2022 通则中规定的对于 PR 销售的普通以及本质安全 (I.S.) 产品应对故障产品在通常条件下所应承担的一般责任（产品指在 PR 普通产品目录上列明型号的产品*）。

此保修范围内进行维修的目的是为了纠正所销售产品的功能故障。

- PR 有权自行决定使用何种备件
- PR 有权更换整个正在维修的产品
- 任何维修均应在 PR 的地址或 PR 指定的第三方地址进行
- 产品由安装位置拆卸和重新安装的费用由客户承担，产品返修到 PR 指定地址的运费（当由 PR 安排运输时）由 PR 承担
- 如果客户要求需要在产品使用地点进行维修时，PR 有权根据价格表和 PR 维修时通常使用的标准工时费向客户收取维修费用

在某些特殊情况下，PR 在根据本保修政策进行维修时对于故障产品没有能够一次性修复完成，对此情况，则 PR 应在收到客户投诉后的合理时间内，对不足的维修进行补救，并承担由于再次维修所产生的相关费用。

但是佩勒电子公司承担的由于再次维修所产生的费用有上限，上限金额为 2000 欧元/单个产品。

但是 PR 在任何情况下都不承担生产、利润、或其他连带的直接或间接的损失。

 *对于传感器，质保期为 1 年，仅针对其材料和工艺，不涵盖温度传感器的使用寿命。因为这些属于易损件，其工作条件超出供应商的控制范围。

5802, 9421, 277 以及任何其他佩勒电子采购于第三方的产品不在此保修范围之内。

This document is a translation of the English version of the PR's 5-year Warranty. It is therefore meant to be used only as a translation aid in conjunction with the original English version, which shall be the governing version.

此文件是佩勒电子公司五年质保条款英文文本的翻译件。因此，此文件仅在与英文文本原件结合时作为翻译辅助来使用，英文文本是最终有效的文本。

Product Warranty Policy

2025-10-29



PR undertakes for **five years** (from first delivery date of warranty sealed products), either itself or through a third party, to repair free of charge at PR's address any defects due to construction, material or production faults.

- Defects due to misuse, faulty maintenance, incorrect erection or faulty repair by the customer are not covered under this warranty.



This warranty applies in addition to PR's general liability for defects under our general conditions for supply of products (Orgalime S2022) to standard and I.S. products (catalogue products for which PR has a general list price.*).

The purpose of the repair under this warranty is to remedy disturbances in the functioning of the sold products.

- PR is entitled to use spare parts at their own discretion.
- PR is also entitled to replace the entire product under repair.
- Any repair shall take place at PR's address or at a third party appointed by PR.
- Dismantling and reinstallation costs are to be covered by the customer, while freight costs (when organized by PR) are covered by PR.
- If the customer requests repair at the place of use, PR is entitled to charge the customer a repair fee in accordance with the price list and the standards normally used by PR at the time of the repair.

In case PR does not fulfil its obligations when carrying out the repair under this warranty, PR shall within reasonably time upon receipt of the Customer's complaint remedy the insufficient repair at PR's expense.

PR's liability for insufficient repair cannot exceed EURO 2,000 for each product.

PR shall however under no circumstances be liable for loss of production, loss of profit or any other consequential damage and indirect loss.



**For sensors 1 year warranty is only given for material and workmanship, not for the service life of the temperature sensors. These are wearable parts whose operating conditions are outside the supplier's influence. 5802, 9421, 277 and any other 3rd party product are not subject to warranty.*



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