

# Hardware-Warranty Contract

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## TRACE32 HW-Warranty:

All Lauterbach TRACE32 tools have three years of HW-Warranty after purchase.

Till now Remote-Support by phone, email and fax is for free for all Lauterbach TRACE32 tools independent of the HW-Warranty validity.

## Subject of TRACE32 HW-Warranty:

The HW-Warranty is fixed on ALL module serial numbers of your TRACE32 tool. If one module (e.g. CPU-Module) has no serial number the type of module needs to be noted exactly on the P.O. Free repair of TRACE32 hardware is provided, if a hardware warranty has not yet expired and the hardware was not damaged due to customer's fault. Free repair of TRACE32 hardware includes free parts, labour time and the costs for the return shipment from Lauterbach to the customer. Hardware maintenance does not cover parts damaged due to normal wear and tear (esp. ribbon cables and adapters). The transfer costs to our headquarters or to our local representative are not covered. We reject responsibility for any problems due to malfunction and drop out time during repair. Please add a detailed report describing the problem, effects and error messages when sending a tool for repair. A registration for a RMA number is mandatory before shipping the HW to us. <https://www.lauterbach.com/rma.html>

Lauterbach GmbH



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**WARRANTY**