

Manufacturing Warranty

Smart Technology Services

1. Warranty Period

All products imported and supplied by Smart Technology Services are covered by a one-year (12-month) manufacturing warranty, starting from the date of delivery.

- **Warranty Upgrade:** Certain products may be eligible for an extended 24-month warranty. Please check your specific product manual or contact us for the terms and conditions regarding this upgrade.

2. What is Covered?

This warranty covers:

- Proven defects in the materials used to make the product.
- Faults caused by poor workmanship during the manufacturing process at Seaward Electronic Ltd.

3. What is NOT Covered? (Exclusions)

To maintain the quality of our services, the following are excluded from the warranty:

- **Wear and Tear:** Components that naturally wear out over time, such as batteries, fuses, and mechanical parts.
- **Improper Use:** Damage caused by using the equipment outside of its official specifications or user manual instructions.
- **Negligence & Accidents:** Damage resulting from accidents, tampering, or storage in abnormal operating conditions.
- **Broken Seals:** The warranty is immediately void (invalid) if the product seals are broken or if the device has been opened by unauthorized persons.
- **Extra Costs:** We are not responsible for any consequential losses or secondary costs resulting from a product failure.

4. How to Claim

If you believe your Seaward product has a manufacturing defect, please follow these steps:

1. **Contact Us:** Reach out to Smart Technology Services with your proof of purchase (invoice) and the product serial number.
2. **Assessment:** Our technical team will evaluate the unit. As the local partner for Seaward, we will coordinate the repair or replacement process according to manufacturing standards.

5. International Standards

As these products are manufactured by Seaward Electronic Ltd (UK), all warranty repairs and assessments are carried out in line with their international quality guidelines to ensure your equipment remains accurate and safe.

Contact Information

For warranty inquiries or technical support, please contact:

Smart Technology Services No. 12, Jalan Ramal, 32/55E, Bukit Rimau, Shah Alam, 40460, Selangor. Phone: +6012 212 8575 Email: corporate@smarttechnologyservices.com