

## Industronic 10 Year Limited Warranty

Industronic brand Surge Suppressors SPV-IND & SPVM-IND models are backed by a factory warranty for a period of 10 years upon purchase against manufacturing defects, as well as against damaged components or parts. Nortec, S.A. de C.V. will assume costs for replacement of these defective parts or components according to the following conditions:

### GENERAL TERMS & CONDITIONS

1. Nortec, S.A. de C.V. is responsible for repairing or exchanging any product either at the factory, Industronic Service Branch Office (ISBO) or at customer installation site (as Certified Industronic Technician (CIT) sees fit). Reference to annexed Warranty. On site customer repair does not include travel expenses and must be provided by the customer prior to servicing.
2. This warranty is valid for original purchaser and is non transferrable to third parties.
3. Nortec, S.A. de C.V. will not be held responsible for any direct, indirect, special or incidental damage to SPV-IND or connected equipment resulting from inadequate use in violation of recommended conditions for operation (see Operation Manual for specific Model and Series) in which case all warranties will be nullified.
4. Before shipment of SPV-IND with intent to repair, revision or maintenance, customer must contact Industronic Customer Service to obtain clear instructions.
5. Warranty is valid only when SPV-IND has been operating under environmental, mechanical, electrical & electronic conditions clearly detailed in the signed Industronic quote/contract and under Operation Manual indications of the exact model purchased.
6. Warranty includes only those parts which have been manufactured and/or installed in Industronic factory by Nortec, S.A. de C.V. and in no case will it extend to parts, sub-assemblies or equipment added by customer from other makers, who will be subject to warranties offered by their respective manufacturers.

### EXCLUSIONS & LIMITATIONS

1. This warranty does not cover consumables such as: varistors, fuses or other protection elements.

### Warranty loses validity in following conditions ...

1. In case of rupture or damage of holograms and/or factory seals.
2. When serial number identification has been removed from the equipment.
3. In case an attempt or actual service has been performed by personnel not belonging to Nortec, S.A. de C.V.
4. In case equipment has been damaged due to accidental drop or other inadequate handling, has been installed on a surface with vibration or other movement, has been vandalized, has been in contact with extreme humidity, fire, smoke, excessive dust, corrosive gases or chemicals, installed outdoors, near explosives or similar unsafe conditions.
5. In case changes or alterations have been made by non authorized personnel not belonging to Nortec, S.A. de C.V.
6. In case voltage supply has disturbances that exceed limits described in user manual.
7. In case of damage due to shipping and/or handling.
8. In case installation or start up has been performed incorrectly by not adhering to Operation Manual instructions or in opposition to instructions given by a CIT.

### IN CASE OF EMERGENCY

Nortec S.A de C.V. has 24/7 Technical Service availability in the following cities: Monterrey, Ciudad de México, Guadalajara, Querétaro, Chihuahua, Mérida & Tijuana. For emergency service go online at [www.grupoindustronic.com](http://www.grupoindustronic.com) or call: +(52) 811 636 2256 or +(52) 818 128 3200.

### INDUSTRONIC SERVICE DEPARTMENT

We provide Certified Technical Support including preventive/corrective maintenance or repair that can guarantee correct operation of any Industronic Product or Service. For more information please call (Toll Free): +(52) 818 128 3200 or e-mail us at: [contacto@industronic.com.mx](mailto:contacto@industronic.com.mx)

\* Important: General Warranty conditions are subject to changes with no prior notice. Conditions of warranty of specific equipment will be valid according to the time of purchase.

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Invoice Date: \_\_\_\_\_



**Corporativo Monterrey**  
**Trébol Park, piso 16**

Ave. Lázaro Cárdenas No. 2424 Int. 1601  
Col. Colinas de San Agustín, C.P. 66260  
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**Ventas y centro de servicio**  
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**Chihuahua, Chih.**

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**Centro de distribución**  
**Ciudad de México, CDMX**

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