

Product Warranty and Support

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Warranty term and Support for Daviteq Products and Services

Below terms and conditions are applied for products manufactured and supplied by Daviteq Technologies Inc.

1. Warranty

1.1 Free Warranty Conditions:



1. The manufacturer undertakes to guarantee within 12 months from shipment date.
2. Product failed due to defects in material or workmanship.
3. Serial number, label, warranty stamp remains intact (not purged, detected, edited, scraped, tore, blurry, spotty, or pasted on top by certain items).
4. During the warranty period, if any problem of damage occurs due to technical manufacturing, please notify our Support Center for free warranty consultancy. Unauthorized treatments and modifications are not allowed.
5. Product failed due to the defects from the manufacturer, depending on the actual situation, Daviteq will consider replacement or repairs.

 **Note:** One way was shipping costs to the Return center shall be paid by Customers.

1.2 Paid Warranty

1. The warranty period has expired.
2. The product is not manufactured by Daviteq.
3. Product failed due to damage caused by disasters such as fire, flood, lightning or explosion, etc.
4. Product damaged during shipment.
5. Product damaged due to faulty installation, usage, or power supply.
6. Product damage caused by the customer.
7. Product rusted, stained by effects of the environment or due to vandalism, liquid (acids, chemicals, etc.)
8. Product damage is caused by unauthorized treatments and modifications.

Notes:

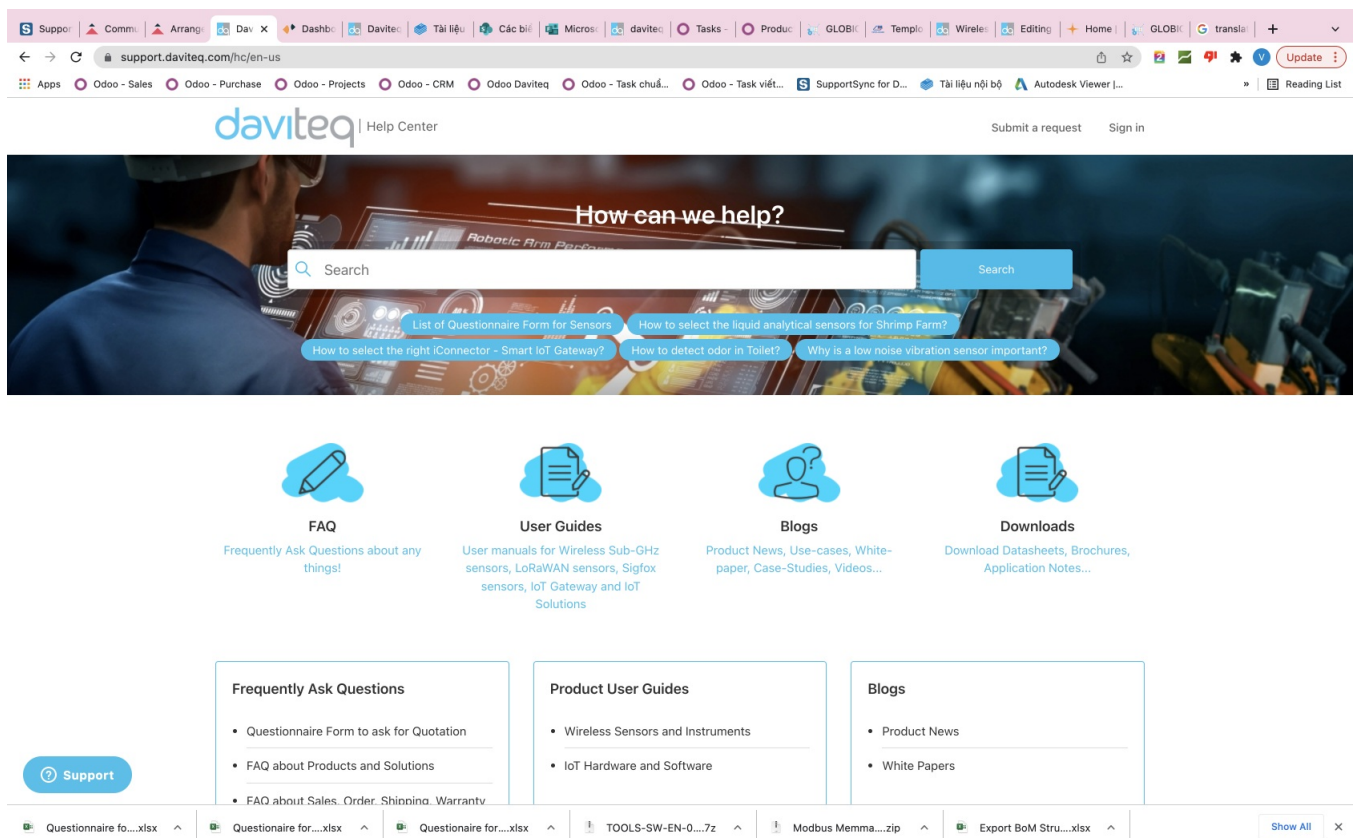
-  * Customers will be subjected to all repairing expenses and 2-way shipping costs.
-  * If arises disagreement with the company's determining faults, both parties will have a third party inspection appraise such damage and its decision be and is the final decision.

2. Supports

2.1 Support via Help center:

For support, please contact our support center at the following link:

<https://support.daviteq.com/hc/en-us>



If you have any questions about the product, you can search for information on that page.

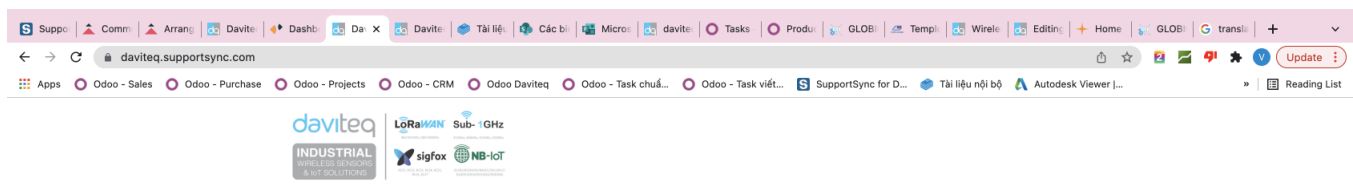
If you can't find the right information, please register an account and send us a request. We will respond within 24 hours.

Our support engineer will contact you via the Ticket system. If the product needs to be sent back to the factory for warranty, we will generate an RMA code so you can send it back to us. To follow the status of the RMA process, customers can visit our SypportSync system as below.

2.2 Return products for warranty:

Customers can visit the below link and register an account to follow your RMA for product returns.

<https://daviteq.supportsync.com/>



[Sign In](#) | [Register](#)

Need Help for Daviteq Products and Services?

Get access to customer service for questions or warranty service.



Submit a Request
Open a case to request
product support or
warranty service.



My Cases
View latest updates or
respond to your existing
support cases.



My Returns
View the status of returns
(RMA) requests including
tracking info.



My Parts Requests
View requests for missing
or defective
parts/accessories.

Quick Links

[View All Articles](#)

[Questionnaire fo...xlsx](#) ^ | [Questionnaire for...xlsx](#) ^ | [Questionnaire for...xlsx](#) ^ | [TOOLS-SW-EN-0...7z](#) ^ | [Modbus Memma...zip](#) ^ | [Export BoM Stru...xlsx](#) ^ | [Show All](#) x

2.3 Special supports

In some special cases, we can provide quick supports via the below Hotline from Monday to Friday (excluding Public Holidays as prescribed)

08:00 AM - 12:00 AM

01:30 PM - 05:00 PM

Hotline: +84.906.885.858

**WARNING: ANY INDIVIDUALS,
ORGANIZATIONS CAUSES
DAMAGE TO PRODUCT LEADING
TO MATERIAL/PHYSICAL
LOSSES, COMERCIAL PRETIGE
/RETATION ON PURPOSE SHALL
BE RESPONSIBLE FOR THE
CIVIL, CRIMENAL LIABILITIES
UNDER VIETNAMEESE LAW.**

3. Company Contacts



No.11 Street 2G, Nam Hung Vuong Res., An Lac Ward, Binh Tan Dist., Ho Chi Minh City, Vietnam.

Tel: +84-28-6268.2523

Email: info@daviteq.com | www.daviteq.com

Procedure for Product return for warranty


To begin with product return for warranty, please follow these steps.

Step 1 - Go to Customer Portal

Link: <https://daviteq.supportsync.com/>

Step 2 - Register

- Press the Register button at the right top of the page.
- Enter the information: Full name, Organization, Email, Password and Shipping information

 We highly recommend you to input Shipping information so that our RMA system can use that info for receiving/shipping purposes;

Register

Please Register to get access to product support.

Full Name:

Organization:

Email:

New Password:

Please provide your shipping address to expedite service.

Country:

Viet Nam

Recipient:

Address Line 1:

Address Line 2:

City:

Province/Region:

Postal Code:

Phone:

Register

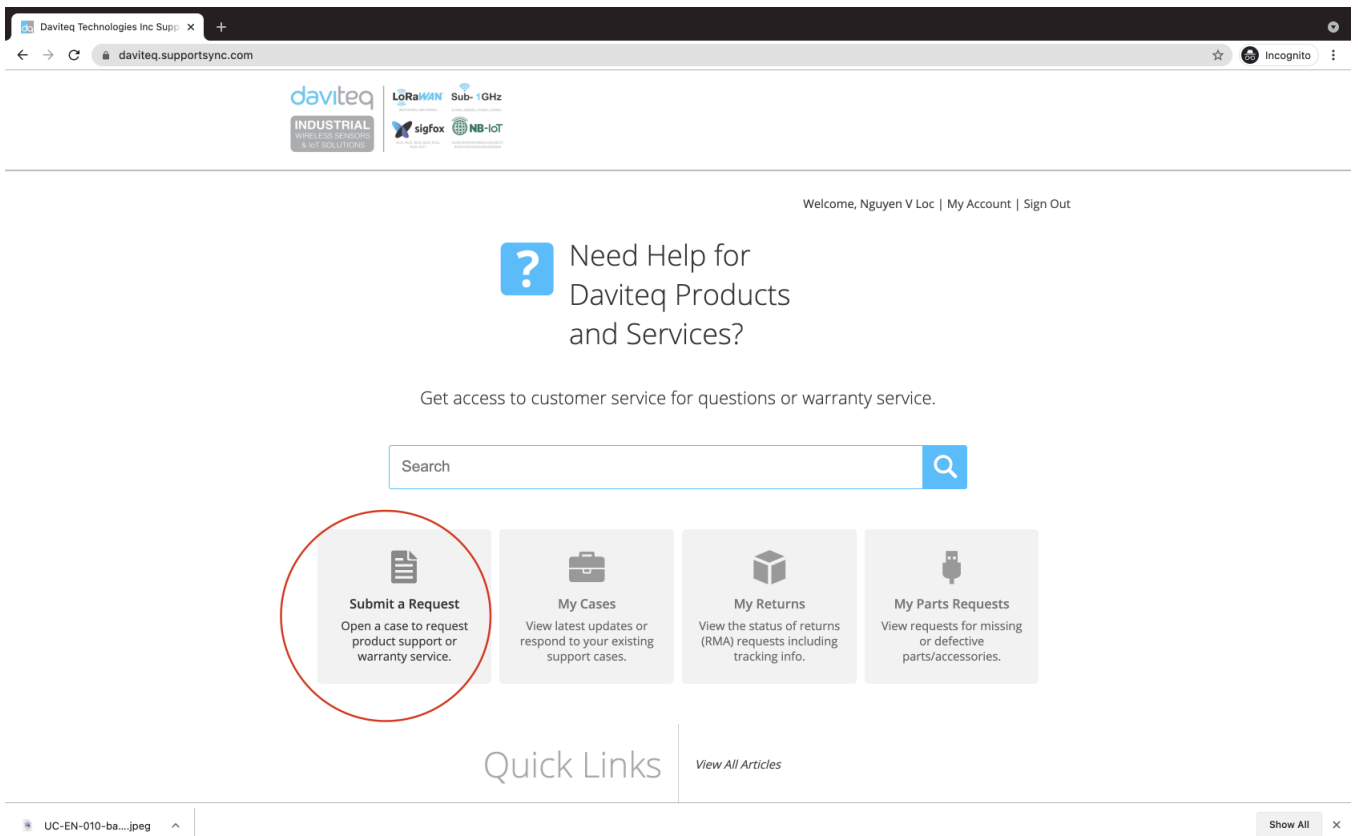
Cancel

Step 3 - Log in the Portal

- Log in with your email and password

Step 4 - Submit a Request

- Press the button "Submit a Request";



- **Fill in the information:**

- Select Product: please select the correct product code;
- Select Case type: Question for support, Return Request for returning product for warranty;
- Subject: Please fill in the subject for easy follow up
- Description: please input as below
 - **Product code and quantity to return;**
 - **List of S/N:**
 - **Reason to return: please describe the details of error, defective....as much as possible.**
 - Add files: you can attached pictures to prove the reasons above.

New Support Request

To contact Support, please enter the details of your question or problem below.

Select Product:	<div><div>Search</div><div>All > Sigfox Wireless Sensors ></div><div>WSSFC-ULC-8-01 - Sigfox Ultrasonic Level Sensor for General Level/Distance Measurement, 28-750CMS, Internal antenna, Type AA battery 1.5VDC, IP68, for Sigfox RC1 zones</div></div>
Select Case Type:	<div><div>Search</div><div>Question</div><div>Return Request</div></div>
Subject:	<div></div>
Description:	<div></div>
<div><div>+</div> Add Files</div>	
<div><div>Submit</div><div>Cancel</div></div>	

- Then press Submit.

After submit the request, you can check your email and this portal to see the updated status of request.

Thank you.

Daviteq Support Team.

Welcome to the Daviteq' Online Product Manuals

On this page, you can find user manuals as well as product specifications, warranty, and support information.

SUB-GHZ WIRELESS SENSORS	LORAWAN SENSORS
SIGFOX-READY SENSORS	ICONNECTORS
MEASUREMENT AND CONTROLS	GLOBIOTS SOFTWARE
ONLINE DATASHEET	SUPPORT AND WARRANTY INFORMATION
PRINCIPLE OPERATION OF SENSORS	PAYLOAD DOCUMENTS FOR SIGFOX SENSORS
USER GUIDE FOR DAVITEQ ERP - ODOO	PAYLOAD DOCUMENT FOR LORAWAN SENSORS

Some documents are confidential and require customers to have an access account. Please contact us via this [contact form](#). Please input the reason you want to have the access account.

Thank you very much!

daviteq

INDUSTRIAL
WIRELESS SENSORS
& IoT SOLUTIONS



Daviteq Technologies Inc