

Warranty Service

Standard Warranty

EnGenius Technologies, Inc. warrants new and serialized EnGenius branded hardware product against defects in materials and workmanship under normal use for the Warranty Period, which begins on the date of purchase by the original end-user purchaser and lasts for the period of One (1) Year. This limited warranty is non-transferable and extends only to the original end-user purchaser. Your exclusive remedy and EnGenius Technologies' entire liability under this limited warranty will be for EnGenius Technologies, at its sole option, to (a) repair the product with new or refurbished parts or (b) replace the product with a reasonably available equivalent new or refurbished EnGenius Technologies product. Any repaired or replacement products will be warranted for the remainder of the original Warranty Period or Ninety (90) days after receipt of the repaired or replacement product(s), whichever is longer. All products and parts that are replaced become the property of EnGenius Technologies.

Extended Warranty Services - Service Plus

Service Plus 3-Year Extended Warranty plan

The Service Plus 3-Year Extended Warranty plan covers new, serialized DuraFon equipment failure due to factory defects in parts and / or workmanship. The first year is cover by EnGenius and years two and three are cover by CPS. The equipment is covered when even used in a commercial environment. Customer must register the product. The Service Plus plan does not cover gross misuse or loss /theft.

Service Plus 3-Year Accident Coverage plan

The Service Plus 3-Year Accident Coverage plan covers new, serialized DuraFon equipment failure due to factory defects in parts and / or workmanship as-well-as failure caused by drops, bumps and spills. Accident coverage is provided by CPS. Accident coverage protects equipment even used in commercial environments.

Service Plus 2-Year Accident Coverage plan (EGS, EWS products)

The Service Plus 2-Year Accident Coverage plan covers selected new, serialized EnGenius EWS / EGS equipment failure due to factory defects in parts and/or workmanship as-well-as failure caused by drops, bumps and spills. Accident coverage is provided by CPS. The equipment is covered when used in a home or even commercial environment. This program also provides next business day shipping, advance replacement service for covered equipment. A return shipping label is also provided to return the equipment being replaced to EnGenius.

You must purchase the plan after the 31st day from coverage purchase. The Service Plus plan does not cover gross misuse or loss /theft.

Contact your local resellers, account manager for detail.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.