

t°Scanir Warranty

t°Scanir's Warranty has two separate periods of warranty coverage ("the Warranty Period").

- t°Scanir Temperature Check Station's Hardware (monitor, CPU, temperature control unit, and thermal camera) is covered for a period of one (1) Year.
- All other components and cabinetry are covered by a Limited Lifetime Warranty.

The warranty covers any defects in material or manufacturing under normal use during the warranty period. During the warranty period, t°Scanir will repair or replace, at no charge, products that prove defective because of improper material or manufacturing, under normal use and maintenance. Customer is responsible for return freight to t°Scanir; t°Scanir will pay for the shipping cost of sending the repaired item to the customer. In case of any misuse, all maintenance, accessories and transportation costs are completely borne by the customer.

Full warranty details below.

- WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW.
- t°Scanir warrants against defects in materials and workmanship when used normally in accordance with this policy for a period of ONE (1) YEAR ("Warranty Period").
- The Temperature Check Station must be registered with t°Scanir to activate the manufacturer's warranty.
- The warranty period starts when the product is registered or 90-days from the date of original purchase by the end-user, whichever comes first. You can register the product at www.tscanir.com/register

- t°Scanir does not warrant that the operation of the product will be uninterrupted or error-free. t°Scanir is not responsible for damage arising from failure to follow instructions relating to the t°Scanir Temperature Check Station.
- This warranty does not apply:
 - a) To consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials and workmanship
 - b) To cosmetic damage, including but not limited to scratches, dents, and broken plastic unless failure has occurred due to a defect in materials or workmanship
 - c) To damage caused by use with a third-party component or product that does not meet the manufacturer's specifications.
 - d) To damage caused by accident, abuse, misuse, fire, liquid contact, earthquake, or other external cause
 - e) To damage caused by operating the product outside t°Scanir's published guidelines
 - f) To damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of t°Scanir
 - g) To any t°Scanir product that has been modified to alter functionality or capability without the written permission of t°Scanir
 - h) To defects caused by normal wear and tear or otherwise due to the normal aging of the t°Scanir product
 - i) If any serial number has been removed or defaced from the t°Scanir product or components; or
 - j) If t°Scanir receives information from relevant public authorities that the product has been stolen.

Warranty does not apply if the unit serial number has not been registered with t°Scanir. Product registration can be submitted at www.tscanir.com/register

The product is considered out of warranty if:

- The Temperature Scan Station hardware is over one-year from end-user purchase date. All claims require proof of purchase from an authorized t°Scanir dealer.
- Your Temperature Scan Station has other accidental damage or issues caused by unauthorized modifications.

This warranty is not transferable. t°Scanir is not responsible for any damage, loss, or inconvenience caused by equipment failure or due to user negligence, abuse, or failure to follow any other safety, use, or warning contained in the "User Guide" or product materials. In addition, t°Scanir assumes no responsibility for incidental or indirect losses of any nature caused by the use of this product, and any liability shall not exceed the purchase price of the product.

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

How to apply for a warranty (returns and repairs)

Submit your information to Customer Care providing the following information:

1. Provide the product serial number. (The Temperature Check Stations' serial number is located inside the Control Tower unit in the upper left-hand corner of the locked compartment.
2. Describe in detail the problem with your product: What happened? When? How?
3. Tell us what steps you have taken to resolve this issue.
4. Send clear photos or videos to show the defects. Please use good lighting.
5. Our Customer Care team will investigate the problem(s) you are facing and provide solutions as soon as possible.



If required, when returning the goods, please ensure to transport them through a traceable transportation method to avoid lost goods.

If the customer returns an incomplete warranty request, does not receive prior return authorization (RMA form), sends it to the wrong address, returns an incorrect item or submits an empty package with no declared value, t°Scanir reserves the right to refuse compensation.

Note: Any Product that is repaired or replaced under warranty is covered for one hundred eighty days (180) days from the date of return shipment by t°Scanir or for the remaining duration of the applicable Warranty Period, whichever is longer.

Repair Process

In the rare event that the Temperature Scan Station is not working properly, it is important that you contact Customer Care. You can reach us by phone at (844) 4-A-tSCAN or by email at support@tscanir.com. Often, we can troubleshoot your problem with you remotely. Please have your Temperature Check Station serial number on hand before calling to help expedite the process.