

SKAARHOJ Support, Warranty and Repair Policy

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1. Definitions

A working SKAARHOJ product is defined as

- All hardware interface components are working and outputs proper return values
- Network interface is functioning under the conditions explained in the Installation and User Manual
- UniSketch OS Units
 - UniSketch OS can successfully be installed with firmware versions known to work on the particular hardware platform (MCU and product version). Firmware installment is not limited to using the SKAARHOJ application for firmware loading.
- Standalone Firmware Units
 - Standalone .hex firmware files can successfully be installed with firmware versions known to work on the particular hardware platform (MCU and product version). Firmware installment is not limited to using the SKAARHOJ application for firmware loading.

Failure in communication from a SKAARHOJ product to any other device including SKAARHOJ devices on any communication platform such as IP/serial/SDI or any other data communication form (digital or analog), is not considered as a non-working SKAARHOJ product.

In other words the simplest setup for a SKAARHOJ controller where it is successfully booting and can successfully register interactions from hardware interface components is considered a working product. Any failure in communication due to improper network settings and not handling NDI communication on the network properly is not considered as a non-working product. Any failure in communication with third party vendors is not considered as a non-working product (please see additional information in the 57. Software Compatibility Disclaimer from the [Terms and Conditions for purchase of goods](#)).

2. Support Policy

In case you purchase through a reseller, please address any support questions to them directly. They will help you to get started.

In case you purchased directly from us, we will always do our best to help you get started but there are cases where we cannot offer free support. With UniSketch OS and the diversity of Device Cores we offer, combinations of configuring can be endless. Therefore we will assist you in getting started with a default mode configuration out of any of the SKAARHOJ Official Configurations, but if you wish to utilize a different combination of Device Cores or modify a SKAARHOJ Official Configuration support fees will apply.

Prior to contacting SKAARHOJ support, please make sure you have followed instructions from the Installation and Operation Manual and specific Device Core manuals as most questions are answered there.

2.1. Creating your own Configuration

If you wish to create your own configuration we encourage you to find information at the following resources:

- Installation and Operation Manual
- Specific Device Core related Manuals
- Tutorial type of manuals
- Tutorial and instructions videos
- Inspiration from other SKAARHOJ official Configurations via cores.skaarhoj.com

If you need assistance from SKAARHOJ support in creating your own configuration please see prices in the [Support Fees](#) section. Please remember some Device Cores support multiple connections *within* the same Device Core (such as some of our VISCA over IP PTZ Device Cores) while other Device Cores only will control a single device. Each Device Core on the controller takes up resources and there is a limitation on how many Device Cores/devices a single SKAARHOJ controller can connect to and control.

2.2. Device Core Details

The Device Core manuals (if they exist) is a great place to find information and details for the level of support of the individual type of equipment. Furthermore we recommend looking at the Device Core specs at cores.skaarhoj.com to learn about client/core limitations.

2.3. Customer Support Organization

Our customer support team can be contacted by email: support@skaarhoj.com.

The customer support is open from Monday to Friday, and the opening hours are: 9.00 to 16.30 CET

2.4. Support Fees

We have different types of support fees for various applications:

- Basic configuration support: Free of Charge for direct customers
IP simple configuration, set up of a standard device core
30' remote assistance
- Advanced configuration support: MSRP: 255 EUR / 285 USD
Fee applicable for assistance in getting started in case of special configuration.
2 hours remote support, to be ordered prior to operation.
This price is updated in our price list.

2.5. Old Products Support

Our support policy only applies to the products based on UniSketch technology.

The products which are older are using another technology that can't be supported anymore.

A list of supported products can be sent upon request. We strongly recommend that you check this list before purchasing a graded product.

3. Warranty Policy

From: [Terms and Conditions for purchase of goods](#).

We offer a 1-year warranty on the hardware kits and service work we sell. This relates to the functional state of the assembled design when shipped. The warranty covers the products as long as they are used in a normal way, following usual rules of use and security according the state of the art.

The 1-year period starts from the date of purchase (the invoice date) when buying directly from SKAARHOJ. If a product has not been purchased directly from SKAARHOJ, but via other sales channels, the 1-year period starts with a maximum of 2 months later from the date of purchase from the SKAARHOJ factory itself.

Defective products should be sent back to SKAARHOJ according RMA process described below.

4. Return Policy

From: [Terms and Conditions for purchase of goods.](#)

Unfortunately we can't offer you any right of returning the assembled designs. We will always quality check the products before they leave our production line and at this time they will conform to the functionality described on the website and demonstrated in videos as well as any individual agreements we have made. We believe this policy is a fair consequence of the fact that every unit that leaves us is essentially tailor made for you.

5. Replacement Product Policy

By default SKAARHOJ does not offer sending an advanced replacement unit. The default case is always a repair of the product, by getting the unit back to the SKAARHOJ service center in Denmark.

Shipment of a replacement unit can only be considered if one or more of the following criteria have been met:

- The unit is dead on arrival (DOA) and this has been confirmed by the SKAARHOJ Support
- A wrong product has been shipped
(SKAARHOJ will send out an order confirmation after placing an order - it is the responsibility of the customer to check the order confirmation. A wrong product classifies as a product not matching the item list on the order confirmation)
- A hardware defect caused by the packaging of the product itself in the original SKAARHOJ packaging *(hardware defect caused by a courier service handling of the package does not suffice as a hardware defect. A claim against the courier must be initiated)*

6. RMA Policy

In order to issue a return merchandise authorization (RMA), the following process has to be strictly followed:

- Contact SKAARHOJ support at support@skaarhoj.com with your enquiry
- If the issue cannot be resolved remotely you will be issued a RMA number
- A member of the SKAARHOJ Support division must review the case. No RMA will be issued or accepted prior to a revision of the case and a RMA number has been issued directly by the SKAARHOJ Support Division itself. None of the SKAARHOJ associated sales channels (distributors, resellers, technology partners or others) are capable of issuing an RMA process on behalf of SKAARHOJ.
- Once a RMA number has been assigned, then you need to send back the product to SKAARHOJ at the following address:

SKAARHOJ ApS
ATT: RMA #
Rosenkaeret 11c, Ground Floor
2860 Soeborg
Denmark

If email, phone number or VAT number is required please use the following:

- **Email:** support@skaarhoj.com
- **Phone:** +45 31125252
- **VAT Number:** DK39699583

6.1. Repair under warranty

A warranty repair is categorized as a case where the criteria for the warranty as explained in section [Warranty Policy](#) are met. The warranty covers errors that were present when you purchased the product but not in cases that are self-inflicted.

When RMA is related to a product covered by the warranty, the customer will pay for the shipment of the product to SKAARHOJ, and SKAARHOJ will pay for the shipment back to the customer facility once the product is repaired.

If, in connection with the creation of an RMA case, you have withheld information or have not followed instructions from either the support department or instructions found in the manuals and choose to submit a product, covered by the warranty, and it is subsequently found that the product does not fail anything, a fee will be added.

6.2. Repair out of warranty

A repair is categorized as a case where the criteria for the warranty as explained in section [Warranty Policy](#) are not met. Repairs are for cases where a product is no longer functioning properly due to wear and tear, or issues that are self-inflicted.

When the RMA is related to a product which is not covered by warranty, the customer will pay for the shipment of the product to SKAARHOJ, SKAARHOJ will issue a quote for the repair and this will require the agreement of the customer prior to repair. Shipment back will be charged to the customer.

The detailed process is:

- Contact SKAARHOJ support at support@skaarhoj.com with your enquiry
- If the issue cannot be resolved remotely you will be issued a RMA number
- Ship the product to SKAARHOJ service center according to [Shipping to SKAARHOJ](#)
- The product will be diagnosed and you will get a quote for the repair costs
- If accepting the quote, an order confirmation will follow and repair will commence
- Upon payment confirmation for the repair, the product will be shipped back according to [Shipping back to customer](#)

7. Shipping Process

7.1. Shipping to SKAARHOJ

When a RMA has been issued, you will be responsible for any costs associated with the delivery to the SKAARHOJ service center. Your original product packaging should be used for all product returns. If you do not have the original packaging, please find alternatives and ensure the product is protected during transportation.

The product is shipped to the following address:

SKAARHOJ ApS
ATT: RMA #
Rosenkaeret 11c, Ground Floor
2860 Soeborg
Denmark

Where RMA # corresponds to the RMA number issued by SKAARHOJ Support. If email, phone number or VAT number is required please use the following:

- **Email:** support@skaarhoj.com
- **Phone:** +45 31125252
- **VAT Number:** DK39699583

7.1.1. Damage to product caused by poor packaging

If the product has suffered damage that was not documented prior to shipment due to poor packaging, a fee will apply to cover the repair of hardware components (or the entire product) as well as the associated working hours spent repairing it.

7.1.2. Shipping from outside of the EU

If the product is being shipped from the outside of the EU a customs invoice must go along with the shipment. Please use the following information

- **Purpose of shipment:** Return for Warranty Repair / Return for Non-Warranty Repair
- **Product name:** Name of the product
- **Product value:** The amount you paid for the product
- **Country of origin:** Denmark
- **Taric Code:** 8471.80.10
- **Description of goods:** Other units of automatic data processing machines: Control or adapter units

Failure to comply with the above instructions may incur a fee equivalent to the import tariff price and any import processing fees accruing SKAARHOJ.

7.2. Shipping Back to Customer

When the product is repaired and reviewed for our quality control we will ship it back. By default the product will be sent back to the address which stood as the sender, upon receipt of the RMA shipment to us. If an alternative address should be used please inform us.

Cost associated with the shipment back are:

- For products under warranty: paid by SKAARHOJ
- For other products, the shipment back will be quoted at the same time as the repair.

7.2.1. Shipping to countries outside of the EU

When returning the product we use the following information on the customs invoice

- **Purpose of shipment:** Return after Warranty Repair / Return after Non-Warranty Repair
- **Incoterms:** DAP (Delivered at Place)
- **Product value:** MSRP pricing

This means the buyer is responsible for import clearance and any applicable local taxes or import duties. Please note it is the responsibility of the customer to ensure the import handling via the local tax authority process the customs clearance as a “Return after Warranty Repair/Return after Non-Warranty Repair”. Once the local tax authority begins the customs clearance SKAARHOJ can no longer influence the process. SKAARHOJ recommends contacting the courier service/tax authority for assistance with this process.