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Lenz Elektronik, GmbH

Warranty Provisions for DIGITAL plus Products

Lenz GmbH does everything it can do to ensure that its products are free from defects and will operate for the life of your model railroad equipment. From time to time even the best engineered products fail either due to a faulty part or from accidental mistakes in installation. To protect your investment in DIGITAL plus products. Lenz GmbH offers a very aggressive 10 year Limited Warranty.

Year One: A full repair or replacement will be provided to the original purchaser for any item that that has failed due to manufacturing defects or failures caused by accidental user installation problems. Should the item no longer be produced and the item is not repairable, a similar item will be substituted at the manufacturers discretion. The user must pay for shipping to an authorized Lenz GmbH warranty center.

Year 2 and 3: A full replacement for any item will be provided that has failed due to manufacturing defects. If the failure was caused by accidental user installation or use, a minimal service charge may be imposed. Should the item no longer be produced and the item is not repairable, a similar item will be substituted at the manufacturers discretion. The user must pay shipping to and from the authorized Lenz GmbH warranty center during this portion of the warranty period.

Year 4-10: A minimal service charge will be placed on each item that has failed due to manufacturing defects and/or accidental user installation problems. Should the item no longer be produced and the item is not repairable, a similar item will be substituted at the manufacturers discretion. The user must pay shipping to and from the authorized Lenz GmbH warranty center during this portion of the warranty period.

This warranty is not valid if the user has altered, intentionally misused the DIGITAL plus product, or removed the products protection, for example the heat shrink from decoders and other devices. In this case a service charge will be applied for all repairs or replacements. Should the user desire to alter a DIGITAL plus product, they should contact Lenz GmbH for prior authorization.

Please contact your dealer or authorized Lenz GmbH warranty center for specific instructions and current service charges prior to returning any equipment for repair.