

Advanced Replacement Service

Key Information & FAQ's

What is the 2N Advanced Replacement Service?

Our 2N Advanced Replacement Service allows you to quickly replace faulty devices. Instead of waiting for the repair from 2N, you get a fully functional product shipped direct to you following approval from our Tech Team.

How do I make a claim for an advanced replacement for a faulty item?

If you suspect that your 2N product has developed a fault, you will need to create a ticket with our support team. Our experienced support technicians will liaise with you and 2N to help diagnose the problem and determine whether the unit needs to be replaced. Upon diagnosis, we will ship a replacement unit to you.

Does the Advanced Replacement Service cover accidental damage or user damage?

No, the original manufacturer's warranty does not cover damage or failure caused by factors which are not covered by the standard warranty.

Factors which are not covered by the warranty include:

- Water Ingress
 - Fire
 - Flood
 - Lightning
 - Damage caused due to incorrect installation
 - Other physical damage/trauma
 - Any use of the product other than that for which it is intended
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Will I be charged for the replacement unit?

No, the replacement will be supplied free of charge. However, if the faulty unit returned is due to user error, e.g. because of installation errors, water ingress, dampness etc. the product warranty will be void. In this instance, the customer will be liable to pay any repair charges incurred.

Are there any hidden charges?

No, there are no hidden charges but if the product has gone faulty due to incorrect installation or user error, 2N will charge an inspection and repair fee plus a return shipping charge which will be passed onto the customer.

How long does the Advanced Replacement Service last?

The warranty starts from the original date of purchase for the item in question and will last until the manufacturer supported warranty expires, i.e. this is currently set to 3 years.

Will I receive a like-for-like replacement?

Where available, the replacement unit will be the same model as previously installed. This may be new or refurbished. If the same model is not available, a model of the equivalent functionality will be supplied.

What is the warranty on replacement units?

If you receive a replacement unit, the manufacturer's warranty continues to run from the date of purchase of the original unit. For example, if you had 1 year's warranty remaining on a faulty device, this will be transferred to the replacement unit.

Do you offer next day replacements?

Once 2N/ProVu's engineer confirms the unit is faulty, a replacement unit will be sent out using a standard next day delivery service (this service is available throughout most of the UK). Timed deliveries will incur an additional charge.

What products are covered by the Advanced Replacement Service?

This service covers the main 2N product range i.e. Intercoms, Access units and Answering units. Accessories, spares, and modules are not covered under the Advanced Replacement Service.

When can I buy this service?

The service must be purchased within 30 days of the original purchase.

Will you collect the faulty item?

We will only arrange the collection of faulty goods if the item has gone faulty within 30 days of purchase. Any products which have gone faulty outside of this period will have to be returned to ProVu at the reseller's cost.

Can I transfer licenses from old units to replacement units?

Yes, our tech support team will be able to transfer the license key from the faulty unit to its replacement.

Will ProVu cover the cost of site visits and installation?

The advance replacement service does not cover on-site installation or replacement services. You will need to re-install the product yourself or arrange for your IT supplier or installer to do this. It is therefore necessary for you to have someone capable of physically installing the device, configuring it, or restoring a backup from your previous unit. Our support team are unable to assist non-technical people in configuring or installing 2N devices.

