



Warranty Information for VSD Door Openers and Digital Battery Timers by AXT Electronic.

The VSD units and Digital Timers carry a 3-year Warranty from the manufacturers, AXT Electronic in Germany. Their Warranty covers all mechanical parts of the VSD, but not the cord, casing, battery holder or light sensor cable (which has a 1-year warranty). The Warranty here only applies to VSD units bought from Flyte so Fancy, for those bought elsewhere please contact the retailer.

Please go through the troubleshooting list provided by AXT in their Instruction Leaflet that will accompany the unit as this may solve issues quickly. The Warranty does not cover site visits to solve issues, the unit will need to be returned to us or to AXT Electronic for repairs.

This Warranty is subject to the conditions listed below as any of these actions will invalidate the Warranty.

- Do not bend or straighten any part of the VSD unit or materially change anything on the circuit board, it will invalidate the Warranty.
- Do not apply mains voltage to any part of the VSD unit, it will invalidate the Warranty.
- Do not apply any oils, pesticides, powders, or sprays on or inside the VSD unit as it will damage the components and invalidate the Warranty.
- Do not allow to become infected with red mite or other insects as this will cause shorting on the circuit board and invalidate the Warranty.
- Do not try to pull out the cord forcefully, allow only the motor to control the cord.

All new VSD units are covered by our Flyte so Fancy 30 day replace as new policy so if you find the unit is faulty within 30 days of purchase, call us and we can arrange your return and a replacement. However, we will always be on the phone to help ascertain the problem, before dismantling it from your henhouse, and assist wherever possible. Faulty units within 30-days are very rare.

If a VSD unit proves faulty after our 30-day Warranty, then any repairs or replacements are upheld by the Manufacturer's Warranty, and they will repair or send a replacement circuit board as necessary. However, we can be your first port of call so we can advise by phone and offer to fix any problems where we can (most issues are solved over the phone or via a WhatsApp chat) before having to contact the manufacturer.

The Digital Timer can only be repaired or replaced by AXT as it is a sealed digital clock unit and we are not authorised by AXT to access this.

For unresolved faults, you can email AXT Electronic directly via service@axt-electronic.de, describing the problem, or we can email them for you, and they will usually send a replacement circuit board if that will resolve the issue. Alternatively, for VSD units outside the Warranty period, or not purchased directly from us, we offer a VSD/VSB diagnosis service via our website: flytesofancy.co.uk/collections/vsb-diagnosis-repair.

Contact us via - Email: info@flytesofancy.co.uk Phone: 01300 345229