

Warranty extension – how does it work?

FONtevo extends its manufacturer's warranty. In addition to the existing 24-month free manufacturer's warranty, we offer an extension for a majority of our portfolio for further **24 months**.

For all corded IP and ISDN phones, the ICT systems COMcompact 4000, COMcompact 5200(R), COMcompact 5500R and COMcommander 6000R(RX) as well as the associated extension modules, a paid warranty extension can be purchased. The manufacturer's warranty thus increases from 24 months to 48 months.

In the [FONtevo Online Shop](#), warranty extensions can be purchased 24/7 via article and serial numbers, flexibly and according to project requirements.

How it works:

- Start the FONtevo Online Shop (please click [here](#)) and choose in the menu **Licenses > 24 months warranty extension**.
- Select the product for which you want to purchase an extended warranty from the drop-down list and click **Add to shopping cart**.

The screenshot shows the FONtevo Online Shop interface. At the top, there is a search bar and navigation links for 'Start', 'Licenses', 'Spare parts', and 'Accessories'. The main content area is titled '24 months warranty extension' and features a dark blue shield icon with a white '+24' and a hand holding a shield. To the right of the icon, the price is listed as €17.85* (including VAT and shipping costs), and it is noted as available for instant download. A dropdown menu for 'Model (series)' is set to 'COMfortel 1400 IP'. Below this is a quantity selector set to '1' and an 'Add to shopping cart' button. Further down, there are fields for 'Remember', 'Order number: 94706.C', and 'Product weight: 0 kg'. The 'Description' section provides product information, stating that the warranty extension offers comprehensive coverage and can be extended to a maximum of 60 months. A hint notes that the purchase of the warranty extension for an ITC system does not include its modules. The description also lists the applicable articles for 'COMcompact module (for 1 module each)' and 'COMcommander R-Module (for 1 module each)'.

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- You will receive an email with the corresponding **voucher code**, which you can redeem in the [Voucher Center](#).
- Enter the **voucher code** and the **serial number of the device/module**, for which you want to activate the warranty extension, into the **Voucher Center** and click **Exchange**.
- You will receive a message that the voucher has been exchanged. Via **Device** > **Device Info** you can request all important information about the device, such as function enabling and warranty extension. Enter the serial number and click on the magnifier.

Voucher Center Voucher ▾ Device ▾

Device Info

Serial Number*

Note: For devices from COMmmander 6000 or COMpact 3000 series, please enter the system dongle serial number here. For the COMfortel WS-400 IP please use the ARI.
Hint: If the two first digits are 41 or more, please only insert the first 10 digits starting from the left

* Required

Device

Type	COMmmander 8a/b-R-MOD		
Serial Number	41052 [REDACTED]		
Current Expansion	History		<input type="button" value="Shop"/>
Function		Expansion	Maximum
Warranty extension		24	24

Legend: Included Not Included Expandable Unlocked Unavailable

Please note that you can purchase a warranty extension **only once per product** and **only up to 6 months after purchase** of the device/module.