

## Time Timer letter of guarantee

Dear Sir/Madam,

We herewith like to inform you regarding the guarantee procedure for the following Time Timer products. **The guarantee period for these Time Timers products is 1 year after date of sale.**

The guarantee is applicable for the Time Timers in case of the following manufacturer defects:

- the red disk is not running back to "0"
- the audible Time Timer does not give a beep at the end of the elapsed time

All other defects like a broken battery compartment, missing battery compartment cover, removing the fixed centre brass knob (Large, Medium and Pocket), missing folding feet, or damage caused by improper use of the Time Timer is not covered by the guarantee. On page 2 you will find a checklist with possible issue's and solutions. Please check this page before placing a guarantee claim.

The guarantee is applicable for the Time Timer Watch Plus in case of following manufacturer defects:

- clock option/(wake-up) alarm option/Time Timer option is not working properly
- audible signal/vibrate signal is not working properly
- repeat option is not working properly
- backlight not working properly
- all other watch functions that do not seem to be working properly

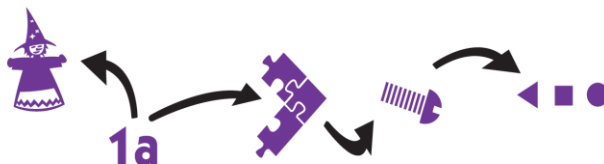
No guarantee is applicable on the battery, glass or wristband. The battery can be replaced, however we do recommend replacing of the battery by a jeweller.

### Claim Procedure

In case you receive a complaint from your customer regarding a Time Timer product we kindly request you to check the nature of the problem. For easy reference please use the checklist on page 2. In case the problem cannot be solved, and the Time Timer is still covered by the guarantee period, please have the defective Time Timers send to your office. Please mention complaint and batch number regarding the returned item. If possible, we will repair the Time Timer and return it to you. In case repair is not possible and the malfunction of the Time Timer is covered by the guarantee we will replace the defective Time Timer or send you a credit note (credit note to be deducted from outstanding invoices).

If you have any questions or comments regarding the information in this letter of guarantee, please feel free to contact us by telephone on nr. + 31 181 479356 or send an email to [info@robo-toys.com](mailto:info@robo-toys.com).

The Robo Toys team



## Problem Checklist

Before requesting your client to return the Time Timer to you for further inspection please check the Time Timer on following issues:

Please note that the Time Timer models are all delivered without batteries. The Time Timer Large, Medium, Pocket, Plus and MOD work on 1 AA-battery. The Time Timer Twist works on 1 AAA-battery and the Time Timer MAX on two C-batteries. Prior to all other possible options we advise you to check whether the Time Timer has a full Alkaline (high quality) battery. To open the battery compartment of the Time Timer PLUS and MOD please use a small size (nr. 0) Philips head screwdriver.

### For Large, Medium, Pocket:

- is the clear button on the red disk still in its correct place? If not carefully peel off the clear button and replace the button on the clear edge of the red disk.
- Is the movement of the red disk blocked in any way? Glue, paperclips, tape. Please remove the respective item.

### For Time Timer PLUS:

- is the clear lens correctly placed? Sometimes the lens is slightly dislocated. Please gently press the lens in the four corners until it clicks back into its correct position.

### No sound/end signal:

#### For all models:

- is the battery empty? -> replace battery by a full AA-Alkaline battery

#### For Large, Medium, Pocket and MOD:

- is the sound switched on? The sound switch is located on the back. Set the switch in the 'on' position.

#### For Time Timer PLUS:

- is the sound switched on? The volume dial is located on the back. Turn the volume knob to the requested volume.

### Centre brass knob loose or missing:

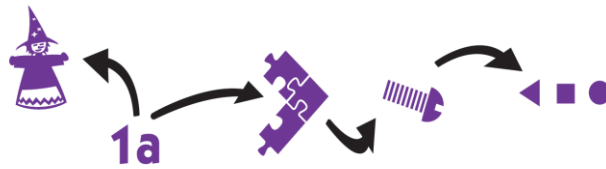
#### For Large, Medium, Pocket:

The centre brass knob is fixed to the mechanism. Loosening/removing the brass knob will damage the mechanism and will cause malfunctioning of the Time Timer device. The brass knob can only be loosened or removed using a lot of force. This is not covered by the guarantee.

Most problems with the Time Timer can be solved with this check list. If the problem is not solved, please follow the guarantee procedure on page 1.

Thank you.

The Robo Toys Team



## Replacement Parts

For the Time Timer audible Large, Medium, Pocket, PLUS and MOD we can supply following replacement parts, free of charge:

- white number face, Large and Medium models
- collapsible feet, Large and Medium models
- battery compartment cover, Large, Medium, Pocket and Plus models
- clear button (located on the red disk), Large, Medium and Pocket models
- latex-free case, charcoal, MOD models

All other parts of the Time Timer audible are fixed to the mechanism and cannot be replaced.

For the silent Time Timers (Large, Medium and Pocket) we can supply following replacement parts, free of charge:

- red disk
- white number face
- centre brass knob
- battery compartment cover

The Robo Toys Team