



## **COMMERCIAL WARRANTY CONDITION BY PRODUCTS**

### **VERSION OF 16/01/2024**

The commercial guarantee period starts on the day of purchase of the Product.

New product	Guarantee period	Availability of spare parts
ACTION-X5 CORE-M5 CORE-X5 CORE-T5 CORE-Z5 STELLAR-X5	Purchase until 18/07/2023: 5 years <sup>(1)</sup> Purchase from 18/07/2023: 5 years with warranty conditions on battery <sup>(2)</sup>	10 years from the market's release date of the last unit of the model <sup>(4)</sup>
CORE-M4 CORE-M4 GO CORE-X4 CORE-S4	3 years	10 years from the market's release date of the last unit of the model <sup>(4)</sup>
ACTION-X3 CORE-X3 TREKKER-X4	2 years	2 years <sup>(5)</sup>
CORE-T4	3 years	2 years <sup>(5)</sup>
Featurephones	2 years	Unavailable
X-VIBES X-COMM	2 years	Unavailable
X-SCAN	5 years	Unavailable
Accessories (sold separately) <sup>(3)</sup>	1 year	Unavailable

Refurbished Product	Guarantee period	Availability of spare parts
All telephones and accessories included in the box (except exclusions specified at the time of purchase)	1 year	Unavailable

**(1)** These conditions also apply to an ACTION-X5 or CORE-M5 purchased up to 31/01/2022.

For purchases made before 18/07/2023, the warranty period applies to the product, including the battery.



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**(2)** For purchases made after 18/07/2023, the battery is guaranteed for 5 years.

During the warranty period, CROSSCALL will replace the defective battery if the following 2 cumulative conditions are met:

- Battery capacity less than or equal to 70%
- Number of full charge cycles less than or equal to 850

Find out more about Crosscall's five-year warranty: [https://www.crosscall.com/en\\_FR/garantie-5-ans.html](https://www.crosscall.com/en_FR/garantie-5-ans.html)

**(3)** Except protective screen covers like the X-GLASS and protective films, X-BLOCKER and SIM card adapters, which are not covered by this guarantee.

**(4)** Spare parts are available for as long as the new product is on the market and for a period of 10 years from the date on which the last unit of the model concerned was put to market.

For the CORE M4, the market's release date of the last unit of the new product is 03/11/2021, spare parts are available until 02/11/2031.

For the CORE-M4 GO, the market's release date of the last unit of the new product is 03/11/2021, spare parts are available until 02/11/2031.

For the CORE-X4, the market's release date of the last unit of the new product is 24/02/2022, spare parts are available until 23/02/2032.

For the CORE- S4, the market's release date of the last unit of the new product is 23/06/2022, spare parts are available until 22/06/2032.

For the CORE-X5 4/64, the market's release date of the last unit of the new product is 09/08/2023, spare parts are available until 08/08/2033.

For the CORE-M5 3/32, the market's release date of the last unit of the new product is 07/11/2023, spare parts are available until 06/11/2033.

**(5)** Spare parts are available for 2 years from the product's market release date.

For the ACTION-X3, the date the new product was put to market is 23/11/2017, spare parts are available until 22/11/2019.

For the CORE-X3, the date the new product was put to market is 13/09/2018, the spare parts are available until 12/09/2020.

For the TREKKER-X4, the date the new product was put to market is 24/10/2018, spare parts are available until 23/10/2020.

For the CORE-T4, the date the new product was put to market is 10/02/2020, spare parts are available until 09/02/2022.