

Warranty Label and Activation

What the electronic warranty label carries, how a product is registered against it, and the two things that invalidate a claim.

REFERENCE	CORP-WARRANTY-LABEL
EDITION	Rev 1
LANGUAGE	English

Cover is registered electronically. Every matched BossDoor shutter set leaves the plant with a warranty label on it, and the label is what ties a specific product to a specific registration. This sheet says what is on the label and what has to stay readable for a claim to be accepted.

1. What the label carries

- The BossDoor mark.
- A service telephone number.
- A QR code, which opens the registration page directly.
- Short activation instructions.
- The product serial number.
- A scratch-off panel covering the registration code.

2. Registering a product

Scan the QR code, or open the registration page and enter the serial number. Remove the silver coating over the panel and enter the code underneath. The same two numbers are what a later enquiry is looked up by, so record them before the door is handed over.

3. Keeping the cover

Two things invalidate a claim, and both are about the label rather than the door:

- A torn or illegible serial number.
- A registration code that has faded, been rubbed away, or been removed before the product was registered.

The label is the record. Keep it intact and unpainted, and do not scratch the panel until the product is being registered.

4. Enquiries

Claims and questions about a registration go to the office the order was placed through. The addresses and direct numbers are on the Contact page of this site; the export desk handles orders shipped outside Vietnam.