

Warranty & Technical Support Policy – Profelmnet Products

Profelmnet has been operating in Greece since 1984 in the field of electronic automation systems. The company specializes in the study, design, development, and production of automation and remote control systems for gates, shutters, garage doors, access barriers, and awnings.

The company operates on a wholesale (B2B) model in Greece and internationally, serving a wide network of professional partners. At the same time, it provides 24/7 technical support, ensuring immediate and reliable assistance at every stage of cooperation.

The company's philosophy is based on proper installation, continuous technical support, and the long-term operation of its products.

Product Warranty & Installer Responsibility

The warranty of the systems is provided by the professional installer responsible for the project.

The partner/installer is responsible for:

- the selection and supply of the equipment
- installation and configuration
- technical support
- warranty management towards the end user
- system maintenance

Profelmnet operates as a technical support provider to its partner network and does not provide direct warranty services to end users.

24/7 Technical Support

Profelmnet provides 24-hour telephone technical support (24/7 support), ensuring immediate guidance for professionals and partners.

Support Hours:

Landline: Monday – Friday, 08:00 – 16:00 | +30 210 9850244

Mobile: Outside working hours | +30 697 4894108

This service ensures:

- immediate troubleshooting
- support during installation
- continuous system operation

Technical support is a key differentiating factor of the company in the automation market.

Service & Technical Inspection

The company operates an organized service department for equipment inspection and repair.

Service hours:

Monday – Friday, 08:00 – 16:00

Services include:

- technical fault diagnosis
- inspection of control boards and systems
- repair or replacement of equipment

Service handling is carried out through the company's partner network.

In cases where products are sent directly, transportation costs are borne by the sender.