



Information, procedure and technical service price list

Official regulations in force for laboratory inspection and repair procedures



DUCATI[®]
HOME AUTOMATION

1 INTRODUCTION AND WARRANTY CONDITIONS

Dear Customer,

If you have detected an issue with your product and believe it may be due to a manufacturing defect, the Ducati Home Automation team is at your complete disposal to carry out the necessary checks and proceed with the repair or replacement of the component, within the terms provided by the manufacturer's legal warranty.

- **Official Warranty Conditions:** <https://ducatihome.it/pages/warranty>
- **After-Sales Service Procedures:** <https://ducatihome.it/pages/after-sales-service>

Management of accidental or out-of-warranty faults

If the issue detected is caused by an external factor, electrical overload, wear and tear, or installation and wiring errors (issues not covered by the warranty), Ducati Home Automation still offers full support to resolve the problem quickly and cost-effectively.

Transparency note: We invite you to openly report any issues or accidental errors that may have occurred during installation or electrical connection. The customer's honesty regarding the causes of the fault is highly valued by our company: it allows us to provide an immediate diagnosis, speed up processing times, and, where possible, offer preferential commercial conditions.

2 SHIPPING GUIDELINES AND OPERATIONAL PROCEDURE

Before sending the product to our laboratories, we kindly ask you to carefully follow the steps below:

- **Preliminary checks:** Verify that the issue cannot be resolved by consulting the instructions provided in the user manual. Ensure that the installation, electrical connections, and settings have been carried out correctly and cannot be corrected on site using the available guides.
The manuals can be downloaded from the website: <https://ducatihome.it/pages/catalog-manuals>
- **Warranty verification:** Review the manufacturer's general warranty conditions.
- **Mandatory acceptance:** Download, complete, and sign the form found on page 5. The signed acceptance of the document is mandatory to open the service request and formally commits the customer to cover the related costs (fixed fees, labour, and any spare parts). Goods shipped without a properly completed form will not be accepted.
- **Package preparation:** Place the product in a sturdy package, carefully protected and suitable to prevent damage from impacts during transport.
- **Internal documentation:** Enclose inside the package the fully completed and signed form, including your personal details, contact information (phone and email), and a precise description of the reported symptoms.
- **Shipping:** Send the package at your own expense to the following delivery address:

Ducati Home® Automation - DDA Srl

Via Cabriolo 50/A 43036 Fidenza (PR) - Italy

Operational Office Phone: +39 0524 527967

Email Contact: help@ducatihome.it - Cellulare / WhatsApp: +39 392 4392585

(number dedicated exclusively to technical-commercial consultations, after consultation of the installation manuals).

N.B.: If the product is under warranty, shipping costs will be reimbursed upon presentation of the receipt, up to a maximum of €15 for small parcels < 10 kg and €25 for parcels > 10 kg

⚠ WARNING: Goods travel under the sole and exclusive responsibility of the sender. The use of express couriers offering trackable and insured shipping is strictly recommended. Ducati Home Automation accepts no responsibility for loss, theft, or non-delivery by the carrier chosen by the customer.

REGULATIONS AND SERVICE OPENING FEES (OUT OF WARRANTY)

If the reported issue or the product itself does not meet the requirements of the manufacturer's legal warranty, the service request will be handled according to the following fees:

- **Fixed service opening and diagnostic fee: €35.00 + VAT** (per individual product to be inspected). This amount covers material intake registration, preliminary bench diagnosis, quotation preparation, communications, and administrative/logistical management.
- **Fee obligation:** This fee is always due and will be regularly invoiced even if the customer decides not to proceed with the repair, if the product is deemed non-repairable, or if the device is found to be fully functional during bench testing. The fee is not charged only in cases of interventions covered by warranty.
- **"Fast Repair without Quote" incentive (Fast Track):** In order to eliminate waiting times and speed up return delivery, the customer may pre-authorize immediate workshop intervention. In this case, the fixed service opening fee of €35.00 will be applied as follows:
- **30% discount:** Applied to all interventions. The service opening fee is waived if the total repair cost (labour + spare parts) exceeds €100.00 + VAT.

REPAIR AND LABORATORY SERVICE FEES

The following processing fees are expressed in euros, excluding VAT, and apply in addition to the initial fixed fee.

SCOPE A: Interventions on Electronic Boards and Components

Description of Intervention / Service	Rate (€ , VAT excl.)
- Replacement of RC001 or RC002 hybrid module	16,00
- Replacement of AUR hybrid module	25,00
- Restoration and repair of burnt traces	20,00
- Relay replacement (single / 1x)	8,00
- Capacitor replacement	8,00
- ULN driver IC replacement	12,00
- PIC microcontroller replacement	12,00
- Fuse replacement	6,00
- Push-button replacement	8,00
- Potentiometer replacement	8,00
- Generic electronic component replacement	8,00
- Repositioning of electrical jumper (Jumper)	4,00
- Reprogramming of the board with the latest firmware release	5,00
- Uploading new firmware with custom parameters (Custom) At the customer's specific request	35,00
- Advanced inspection with multi-cycle operational testing (every 20 cycles) At the customer's specific request	25,00
- Video recording of the test and commissioning procedure At the customer's specific request	5,00

SCOPE B: Interventions on Gate and Garage Door Actuators and Gearmotors

Level of intervention	Details, Specifications and Examples	Rate (€ , VAT excl.)
Standard Repair Intervention	Includes disassembly, possible replacement of up to 3 components , reassembly, and final functional testing. Examples: replacement of brushes and brush holders, replacement of release pawl, replace-	40,00
Advanced Repair Intervention	Includes complete disassembly of the gearmotor, possible replacement of 4 to a maximum of 5 components, full mechanical restoration, reassembly, and final functional testing. Examples: complete disassembly with replacement of more than 3 components, re-rolling of the drive screw. ⚠ Spare parts costs are not included.	60,00

SCOPE C: Mechanical Interventions on PERSY Shutter Opening Gearmotors

Level of intervention	Details, Specifications and Examples	Rate (€ , VAT excl.)
PERSY Standard Repair Intervention	Includes disassembly, possible replacement of up to 3 components , reassembly, and final functional testing. ⚠ Spare parts costs are not included.	40,00
Advanced inspection with multi-cycle testing	Additional option: execution of in-depth diagnostic tests over multiple operating cycles (fee applied every 20 cycles).	25,00

SCOPE D: Interventions on Accessories and Peripherals (Photocells, Remote Controls, Flashing Lights)

Level of intervention	Details, Specifications and Examples	Rate (€ , VAT excl.)
Repair / Refurbishment Intervention	Laboratory operations for restoring the accessory or replacing deteriorated internal components. Replacement of depleted batteries.	5,00 - 20,00 At the discretion of the service provider, based on the duration and complexity of the intervention.

If the technician performs a paid repair using new components, a legal warranty applies to the individual replaced parts: **2 years if the customer is a private consumer** (Consumer Code), or **1 year if the customer is a professional** with a VAT number (Article 1495 of the Italian Civil Code).

The technician's workmanship is covered by a 1-year warranty for defects in the work performed. If a circuit trace is repaired or components are replaced on an electronic board already compromised by short circuits, burnt tracks, or liquid ingress, **the intervention does not in any way renew the warranty on the original product**. The new coverage is strictly limited to the specific replaced component and becomes void if the malfunction is caused by the deterioration of other damaged parts of the board.

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QUOTATION APPROVAL AND PAYMENT TERMS

Quotation Management

- **Validity and issuance:** In the absence of fast-track authorization, the repair and spare parts cost quotation will be sent to the customer by email and will be **valid for 30 days**.
- **Non-acceptance (Rejection):** In case of rejection of the quotation, the customer will be charged only the fixed case opening fee (€35.00 + VAT), and the product will be returned unrepairs, with return shipping costs borne by the recipient.

Payment Terms

- **Payment method:** Payment must be made prior to the return shipment of the goods or at the time of collection. The repaired goods will be delivered only after full payment has been received.
- **Accepted methods:** Bank transfer in advance, PayPal, or credit card via the official Ducati Home Automation channels.

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LEGAL NOTES, PAYMENT REMINDERS, AND FORCED DISPOSAL CLAUSE

Transport Costs

Shipping and transport costs (both outbound and return) are always entirely borne by the customer. Goods are transported at the client's risk.

Default, reminders, and forced disposal

If the customer sends the product to our laboratories and, after the issuance of the written quotation or payment notice:

1. Fails to pay the amounts due, or
2. Fails to respond to 3 written reminders sent by Ducati Home Automation via standard email (to the address provided at the time of acceptance)

After a maximum period of **3 (three) months** from the date of the initial quotation or invoice, the service provider reserves the right to proceed with the **disposal or recycling of the product in compliance with applicable regulations**.

It is expressly stated that the customer shall remain legally obliged to pay in full all accrued amounts (case opening fee and any hours of labor or diagnostics performed), even if the item has been disposed of and is therefore no longer available for return.

FORM FOR TECHNICAL INSPECTION / REPAIR REQUEST FOR A DUCATI HOME AUTOMATION PRODUCT

CUSTOMER DETAILS (billing information) Name and Surname _____ Street address: _____ n. house _____ City: _____ ZIP: _____ Telephone: _____ E-mail _____ VAT number: : _____	DATI ARTICOLO/I INVIATI IN ASSISTENZA Requested service date _____ Date of purchase _____ Item code(s) sent for inspection 1. _____ 2. _____ 3. _____ 4. _____ Note: _____
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QUESTIONNAIRE

To be completed by the customer

Before sending the product for technical inspection to the service center, please carry out the following checks and complete the questionnaire:

Description of the issue	Tick the corresponding boxes	
How long after installation did the problem occur?	☐ At the first installation, I was never able to get the product to work.	☐ After a period of use and correct operation.
Have you checked that the issue is not solvable using the instructions provided in the product user manual? (look at https://ducatihome.it/pages/catalog-manuals)	☐ YES	☐ NO
Have you verified that the installation and electrical connections have been carried out properly and in accordance with the instructions described in the installation manual?	☐ YES	☐ NO
Please report any unusual events that occurred before the issue appeared: (accidental damage, storms, wind, wiring errors, accidents, or other events)	☐ YES specify: _____	
Have you read the manufacturer's warranty terms? (look at https://ducatihome.it/pages/warranty)	☐ YES	☐ NO
Do you consider that the type of damage is covered by the warranty conditions?	☐ YES	☐ NO
Are you aware of and do you accept that damage not attributable to an intrinsic defect of the product excludes the applicability of the warranty, and that this will result in a fixed case opening and diagnostic fee of €35.00 being charged to you (see service terms/price list)	☐ YES	☐ NO
"Fast Repair Without Estimate" Incentive (Fast Track): If the product is found to be out of warranty, do you want the technicians to proceed directly with any repair/replacement without prior quotation? Note: In this case, the fixed case opening fee of €35.00 will be managed as follows: 30% discount applied to all interventions. The case opening fee is waived if the total repair cost (labor + spare parts) exceeds €100.00 + VAT.	☐ YES In the event that the product is found to be out of warranty, I request that the repair be carried out immediately, benefiting from the waiver of the diagnostic fee, which will not be charged to me, and I agree to pay for the out-of-warranty repair without prior detailed quotation.	☐ NO In the event that the product is found to be out of warranty, I accept the €35 diagnostic fee, but I request that a detailed quotation for the repair costs be provided before any repair is carried out. I am aware that processing times may be extended.

SIGNATURE FOR ACCEPTANCE AND ACKNOWLEDGEMENT OF THE PRICE LIST

The undersigned declares that they have fully read and accept all procedures, service rates, and legal clauses of **DOC. DDA 2026 - 06 ENG SAV PROCEDURE** from pages 1 to 5.

Customer signature for acceptance: _____ Date and place : _____

SPACE RESERVED FOR THE DESCRIPTION OF SYMPTOMS REPORTED BY THE CUSTOMER AND ADDITIONAL NOTES:

Describe the symptoms encountered (it is recommended to attach photos or other supporting documentation to the request)

This form must be enclosed when sending the product for which technical inspection is requested

SHIPPING ADDRESS:

Attention: please ensure the product is properly packaged and shipped via a courier service that provides shipment tracking..

DUCATI HOME® Automation: DDA Srl via Cabriolo 50/A, 43036 Fidenza (PR) / info@ducatihome.it / help@ducatihome.it