

## Warranty Support

### Warranty Terms

In addition to our [100% Satisfaction Guarantee](#), Escali also guarantees most of its products against defects in material and workmanship in the product under normal use with a limited lifetime warranty for consumer scales and a 2-Year Professional Guarantee for professional scales.

*Please save your receipt. You will need this when making a warranty claim or inquiry.*

You are solely responsible for failure of the product which results from misapplication, alteration or abuse of the product, and Escali assumes no liability as to the consequence of such events under the terms of the warranty. The warranty does not cover damage to the product due to inadequate maintenance, normal wear and tear or unauthorized modification. While Escali has made every reasonable effort to provide clear and accurate technical information about the application of the product, Escali assumes no liability for any events arising out of the use or inability to use this technical information.

### Warranty Claims & Return Instructions

Please contact Escali for warranty service via our [Online Warranty Form](#). An Escali customer service representative will contact you, preferably by email, with product return instructions.

#### Other important notes to consider:

The display value on your scale may be affected by electromagnetic disturbances from other electronic equipment that operate near your scale, such as radios, microwaves, cell phones etc. If this occurs, move the device that is causing the disturbance and turn the scale off and restart.

Make sure your scale is at normal room temperature. If your scale is not at normal room temperature, please wait several hours before using it.

Only use your scale on a firm, flat and stable horizontal surface. Bathroom scales in particular are not recommended for use on carpeted, rubber, or other soft surfaces. Using digital scales on such surfaces may cause inaccurate readings.

Escali scales are precision instruments, and should be taken care of as such.