

Extended Warranty Terms

Effective Date: 30.10.2025

These extended warranty terms apply in addition to the regular manufacturer's warranty of the WireView Pro II. They explicitly cover damage to graphics cards with 12VHPWR or 12V-2x6 connectors that occurred in connection with the use of the WireView Pro II – even if the manufacturer's warranty of the affected graphics card has already expired.

1. Warranty Period

The extended warranty is valid for a period of 24 months from the date of purchase of the WireView Pro II. A claim can only be made if proof of purchase (invoice) is provided. This extended warranty applies exclusively to the original purchaser of the WireView Pro II and is non-transferable.

2. Covered Damage

The warranty covers the following types of damage:

- Damage to graphics cards that prevents stable operation (e.g., melted connectors or sockets), provided such damage is directly or significantly caused by a faulty or defective power supply through the 12VHPWR or 12V-2x6 connector in connection with the use of the WireView Pro II.
- The WireView Pro II must have been installed, operated, and used in accordance with the user manual. Protective mechanisms such as current, temperature, and power monitoring must be used with their standard settings and thresholds, and must not be disabled.
- The use must remain within the operational parameters specified by the graphics card manufacturer (e.g., no shunt mods, no XOC BIOS with increased power target, no commercial mining).

3. Procedure in the Event of a Warranty Claim

In case of damage to the graphics card or connector, the WireView Pro II must be sent together with the affected graphics card to Thermal Grizzly. Thermal Grizzly will inspect the damage and carry out the repair. In the first step, the 12VHPWR or 12V-2x6 connector will be replaced. If repair is not possible or the graphics card remains defective or limited in functionality after repair, a replacement of equivalent performance will be provided. Equivalent means a graphics card of comparable performance, not necessarily the same price.

4. Exclusions

The warranty does not cover damage:

- caused by external influences (e.g., overvoltage, lightning, moisture, mechanical impact);
- resulting from the use of non-recommended adapters or cable combinations (e.g., low-quality adapters);
- caused by modifications or improper alterations to the graphics card or the WireView Pro II (e.g., shunt modifications).
- resulting from misuse, failure to follow the user manual, or professional use beyond the intended specifications.

5. Claims and RMA Process

To file a claim, the customer must provide the following information:

- Proof of purchase of the WireView Pro II (invoice)
- Model and serial number of the affected graphics card
- Description of the damage, ideally with photos of the connectors and any log data

After review, Thermal Grizzly will decide whether to repair, replace, or deny the claim. The customer bears the shipping costs for sending in the product. In the event of an approved warranty claim, Thermal Grizzly will reimburse all transport costs.

6. Legal Information

This extended warranty does not affect the purchaser's statutory rights. It is a voluntary additional offer from Thermal Grizzly Holding GmbH and may be changed at any time for future purchases. German law applies. The place of jurisdiction, where legally permissible, is Hohen Neuendorf, Germany.