

Elisa Juniori Kellopuhelin Laiteturva Service Description 28.5.2026

Elisa Juniori Kellopuhelin Laiteturva subscription

The Elisa general consumer terms and conditions apply to the Kellopuhelin Laiteturva subscription.

Elisa Kellopuhelin Laiteturva is a subscription for children's smartwatches that includes the essential connectivity services required for using the device, as well as device protection. Device protection is an integral part of the subscription and not an optional add-on service.

Mandatory Group Insurance

The subscription includes mandatory group insurance provided by Tryg.

The insured persons are the users of the Elisa Juniori Kellopuhelin Laiteturva subscription, i.e. individuals who use the subscription and belong to the insured group.

The insurance is valid when the subscription and the associated SIM card are actively used in the smartwatch.

What the Insurance Covers

The insurance covers sudden and unforeseen damage to the children's smartwatch in accordance with the insurance terms.

This includes, for example:

- device breakage (e.g., due to dropping)
- liquid and moisture damage
- theft in certain situations, such as burglary or robbery

In addition, the insurance covers device malfunctions after the manufacturer's warranty period, as further specified in the insurance terms.

Compensation is provided in accordance with the insurance terms, primarily by repairing the device or supplying a technically equivalent replacement device.

Reporting a Claim and Customer Service

In case of damage, the customer submits a claim directly to Tryg. The claim can be easily submitted online:

[Submit claim](#)

If needed, the customer may also contact Tryg's claims service:

- Phone: 029 003 9220
- Email: affinity@tryg.fi

Tryg processes the claim and makes the compensation decision in accordance with the insurance terms.

Additional Information

More detailed insurance terms, including coverage scope, exclusions, and limitations, are defined in the insurance conditions.