



**FELDER**

**FORMAT**

**Hammer**

**NUM** MACHINE MARKET

### 1. The Basic Definition of Warrantee

- A warrantee encompasses the liability of the seller to ensure that the good or service received by a customer remains free of faults for a set period of time, as is required by law. The warrantee is applicable to all parts (except for those listed in section 1.3 and 1.4) as well as costs for labor, delivery travel.

### 1.2 Definition of Guarantee

- Unlike a warrantee which is required by law, a guarantee is a voluntary addition to the product or service on behalf of the seller. It is an additional commitment to ensure the product or service remains faultless, beyond the time period of stipulated by law i.e. the warranty period. A guarantee must be documented, as verbal agreements are non-binding. The guarantee only covers parts (except for those listed in 1.3 and 1.4) and not labor, delivery or travel costs.

### 1.3. Warrantee exclusions according to the law-mechanical components

- When no flaw was present at the time of delivery
- When the flaw/damage is due to incorrect usage or mistreatment of the object (e.g. scratches, dents etc.) which are discovered upon closer inspection of the object.
- Wear and tear due to daily usage (e.g. damage to paint, scratches etc.)
- Malfunctions or damage caused by incorrect cleaning/maintenance
- Working parts (e.g. bearings, belts, cogs, coils, rack & pinions etc.)
- As well as plastic parts (e.g. handles, stickers, scrapers, ball-bearing housings etc.)
- Problems caused by repairs or manipulation not carried out by authorized FELDER Personnel.
- Damage resulting from corrosion, fire or water damage.
- No responsibility is taken for damage occurring during transport or misuse of product.

### 1.4. Warrantee exclusions according to the law-electrical components.

- Warrantee regulations according to specific country policies for motors, electronic switches etc.
- When no flaw was present at the time of delivery
- When the flaw/damage is due to incorrect usage or maltreatment of the object (e.g. incorrect power connection, lightning strike, incorrect fuses etc.) which are discovered upon closer inspection of the object
- Wear and tear due to daily usage (e.g. damage to paint, scratches etc.)
- Malfunctions or damage caused by incorrect cleaning/maintenance
- Damage caused by faulty electrical supply.
- Problems caused by repairs or manipulation not carried out by authorized FELDER Personnel.
- Damage resulting from corrosion, fire or water damage.
- No responsibility is taken for damage occurring during transport or misuse of product.

### 1.5. Guarantee conditions according to FELDER KG

- Parts guarantee according to country specific regulations and the FELDER Group, with exceptions listed in point 1.3 and 1.4. Sliding table guidance system according to country specific regulations and the FELDER Group.
- Tilting segment according to country specific regulations and the FELDER Group.  
In the absence of country specific regulations, Felder Group rules applicable in Austria shall prevail.

### FELDER Group Agreement

- In all non EU countries a 1 year parts guarantee is valid
- This parts guarantee includes labor, travel, transportation and accommodation expenses.
- With submission of guarantee card within 14 days of receiving the machine, an additional 5 years extended guarantee by FELDER for the X Roll sliding table guidance system and easy glide tilt segments is available. (for exceptions see points 1.3 and 1.4). Therefore a total of 1 years for the machine with total 6 years for the sliding table guidance system & easy glide tilt segments, therefore a total of 6 years at FELDER and FORMAT 4. This extended guarantee is only valid if damaged parts are returned to the factory within 14 days, having been properly cleaned and packaged. In the event of a delay due to large distances between the factory and client, the service department shall decide on the course of action. Failure to do so may well result in the extended guarantee not being applicable.

## 2. General guidelines

*The following national legal regulations are applicable:*

- The warrantee period commences from the date of invoicing.
- The warrantee period is subject to national regulations.
- Validity of the warrantee is subject to complete payment of the goods and other formalities (like issue of Form C or any special documents which are required to be issued by the customer).

*The following conditions must also be taken into account:*

- The manual must have been read before the machine is put to use. The manual outlines important points pertaining to preventive maintenance as well as safe operating conditions. These need to be respected.
- The machine must have been carefully removed from its packing material.



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- Transportation conditions must have been respected.
- FELDER must be notified of transport damage immediately. The same need to be noted on the consignment note with an acknowledgement of the truck driver. Photographs of the damage should be sent immediately to Felder India's service department by email. Felder India Service department has prepared a comprehensive pre installation sheet which covers the major do's and don'ts. Conditions of this sheet need to be respected and followed religiously.
- Storage and packing conditions.
- Commissioning conditions and suitable application of the machine.
- Operating manuals
- Maintenance and care guidelines (regular intervals important)
- Use of original FELDER KG Parts.

*In terms of the accuracy of the machine:*

- Setup and commissioning through FELDER authorized personnel.
  - In the event of rough transportation, stair case transport or transport which requires the machine to be dismantled, the reassembly of the machine must be carried out by FELDER authorized personnel only.
  - The choice of how the defect is to be corrected (adjustment, exchange of part, discount etc.) remains the right of FELDER KG.
  - Should the need arise, the customer is obliged to return the good or defective part of FELDER KG cleaned, Suitably packed and at their own expense.
- Claims need to be submitted within a reasonable time (usually 24 hours of noticing of the defects, maximum 72 hours in exceptional cases). Claims shall not be entertained with retrospective effect.
- Claims must always be completed in written form and should always include a machine number and detailed description of the Problem.
  - Potential faults must be registered, in written form, within the warranty period.

*The following are not covered by the warranty:*

- Damage which can be traced back to undue amounts of force (e.g. scratches, dents etc.)
- Visible wear and tear from regular use(e.g. paint chips, scratches etc.)
- Faults resulting from the machine not being kept clean.
- Damage due to a faulty electrical supply.
- Faults due to repairs, manipulation or tampering with the machine which has not been carried out by an authorized FELDER representative.
- Fire, water or corrosion damage.
- FELDER takes no responsibility for damage occurring during the transportation of the machine.

*Felder shall not be responsible for consequential damages.*

Over and above this, the FELDER guarantee is valid in the following circumstances:

- The above terms and conditions have been met. The guarantee is fulfilled through the complimentary replacement of the defective part, not including labor, transport or accommodation expense etc.
  - The defective part must be returned cleaned and suitably packed to FELDER KG within 14 days to secure a complimentary replacement part.
  - In the event of a delay due to large distances between the factory and client, the service department shall decide on the course of action.
- Force Majeure clause shall apply