

1. The basics

1.1. 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 labour, delivery and journey costs

1.2. Definition of Guarantee

- In comparison to the 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 stipulated by law i.e. the warranty period. A guarantee must be documented, as verbal agreements are non-binding. The guarantee only covers parts (see section 1.3 and 1.4) and not labour, delivery or travelling costs.

1.3. Warrantee exceptions 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 maltreatment 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, tooth segments, cogs, coils etc.)
- As well as plastic parts (e.g. handles, stickers, scrapers, ball-bearing cages etc.)
- Problems caused by repairs or manipulation not carried out by authorised 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 exceptions 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 authorised 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 points 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.

2. Warrantees for private end-users within the EU & ECR regions

2.1. Felder

- 2 year warrantee by law.
- Should the warrantee card be received within 14 days of machine delivery a further 1 year extension is added (for exceptions see points 1.3 and 1.4), making it a total of 3 year years. The sliding table guidance system has an extended guarantee of 4 years, resulting in an overall sliding table guarantee of 6 years in total. 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.

2.2. Hammer

- 2 year warrantee by law.

2.3. FORMAT-4

- 2 year warrantee by law.
- An extended parts guarantee of 4 years is offered on the sliding table guidance system and tilting segment, resulting in a 6 year extended guarantee. 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.

2.4. Used Machines

- 1 year warrantee
- No guarantee
- (No warrantee on machines sold on behalf of a customer)

3. Warrantees for private end-users not within the EU region

FELDER Group Agreement

- In all non EU countries a 1 year parts guarantee is valid (see attachment).
- This parts guarantee does not include labour, travel, transportation and accommodation expenses.
- Should the warrantee card be received within 14 days of machine delivery 2 year extension is added at FELDER (for exceptions see points 1.3 and 1.4), making it a total of 3 year. The sliding table guidance system has an extended guarantee of 5 years, resulting in an overall sliding table guarantee of 6 years in total at FELDER and FORMAT4. 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.

4. Warrantees for commercial buyers within the EU & ECR regions

Are subject to the legal warrantee regulations.

4.1. Felder

- Thus far no additional conditions applicable. 6 month parts guarantee valid.
- With submission of guarantee card within 14 days of receiving the machine, an additional 18 months extended guarantee (for exceptions see points 1.3 and 1.4). Therefore a total of 2 years (see attachment) with 5½ years for the sliding table guidance system, therefore a total of 6 years. 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.

4.2. Hammer

- Thus far no additional conditions applicable. 6 month parts guarantee valid.

4.3. FORMAT-4

- Thus far no additional conditions applicable. 6 month parts guarantee valid.
- An extended parts guarantee of 5 ½ is offered on the sliding table guidance system and tilting segment, thus 6 years in total. This extended guarantee is only valid if damaged parts are returned to the factory within 14 days, having been properly cleaned and packaged. Parts returned without sufficient care or packaging will not qualify for replacement under the extended guarantee.
- 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.

4.4. Used Machines

- Neither warrantee nor guarantee applicable.

5. Warrantees for commercial buyers not within the EU

FELDER Group Agreement

- In all non EU countries a 1 year parts guarantee is valid (see attachment).
- This parts guarantee does not include labour, travel, transportation and accommodation expenses.
- With submission of guarantee card within 14 days of receiving the machine, an additional 18 months extended guarantee at FELDER (for exceptions see points 1.3 and 1.4). Therefore a total of 2 years (see attachment) with 5½ years for the sliding table guidance system, therefore a total of 6 years at FELDER and FORMAT4. 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.

6. General guidelines

The following national legal regulations are applicable:

- The warrantee period commences with the handing over of the good.
- The warrantee period is subject to national regulations.
- Validity of the warrantee is subject to complete payment for the good.

The following must also be taken into account:

- The manual must have been read before the machine is put to use.
- The machine must have been carefully removed from its packing material.
- Transportation conditions must have been respected.
- FELDER must be notified of transport damage immediately
- Storage and preservation conditions
- Setup conditions and suitable application of the machine

- User manuals
- Maintenance and preservation guidelines (regular intervals important)
- Usage of original FELDER KG parts

In terms of the accuracy of the machine:

- Setup and commissioning through FELDER authorised personnel
- In the event of rough transportation, stair case transport or transport which requires the machine to be disassembled, the reassembly of the machine must be carried out by FELDER authorised 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 to FELDER KG cleaned, suitably packed and at their own expense.
- Claims must always be completed in written form and should always include a machine number and a 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 authorised FELDER representative.
- Fire, water or corrosion damage.
- FELDER takes no responsibility for damage occurring during the transportation of the machine.

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 labour, transport or accommodation expenses 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.

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