



# Conditions of Warranty

## 1. Duration of warranty

Except where expressly stated otherwise, Jentschmann AG will provide a warranty of 12 months based on single-shift operation for all machines and equipment delivered by them.

## 2. Commencement of warranty

The warranty will begin with the commissioning of the machines and equipment, however no later than 30 days after delivery. Any extension of the duration of the warranty, for any reason whatsoever, requires the prior written approval of Jentschmann AG

## 3. Scope of warranty

The warranty covers claims caused by factory defect. Jentschmann AG provides free replacement by mail of those parts that can be installed by the customer. If for reasons of urgency the customer requires delivery via an express parcel service (DHL, DPD, UPS etc), consequent charges will be borne by them

If repairs need to be carried out by a Jentschmann service engineer, the cost of working hours undertaken by Jentschmann AG is borne by Jentschmann AG. Travelling expenses and travelling time are to be borne by the customer.

The warranty is expressly limited to bring the machine or equipment into useable condition. Consequential claims for loss of production and the like are expressly excluded.

The operators have to pay attention and make use of the machine according to the operation manuals. Damage caused by non-compliance shall be borne by the buyer. If changes are made by the purchaser to the machines and installations, which may affect the operation, the warranty expires.

## 4. Exclusions from the warranty

Excluded from warranty are:

- Remedy of failures caused by operating errors
- Remedy of failures caused by use of unsuitable or material not recommended by Jentschmann AG, such as needles, threads, lubricants etc.
- Replacement and/or installation of items due to wear & tear, such as needles, hooks, needle plates, thread cutters, puller belts, cutting tools such as circular knives, hot knives, sonotrodes and anvils for ultrasound units, as well as heating wedges and pressure rollers.
- Re-adjustment of sewing machines after more than one month of operation.
- Data loss on computer controls caused by breakdown of mains supply, storm damage and faulty shut down of the unit.

## 5. Environmental criteria

Failure caused by environmental factors is excluded from the warranty. This applies in particular to the following:

- Ambient temperature, which must be maintained within the range specified for each machine or +10° to +35° C if not otherwise specified.
- Relative humidity, which must be maintained within the range of 45% to 85%. It is especially important that no moisture is allowed to condense on the machines and equipment.
- Interference due to signals from high frequency welding machines that can affect the controls of the machines and equipment must be avoided.
- Mains electrical supply fluctuations. These must not be greater than  $\pm 10\%$  of the rated voltage.
- Compressed air supply. Constant air pressure must always be no less than 6 bar. If compressed air is also used for the backup of structural components via compressed air cylinders, adequate measures should be taken to avoid damage in the event of pressure failure.
- Direct exposure to sunlight must be avoided, as it may affect the optical/electrical sensors of the machines and equipment.

## 6. Payments obligation

Unsettled claims under warranty do not release the customer from his liability to comply with his payment obligations under the contract.

## 7. Performance under warranty

Jentschmann AG reserves the right to commission a third party for the settlement of claims under warranty. Services of third parties are not covered under the warranty can be charged by them directly to the customer.