

**RINSTRUM Europe GmbH - WARRANTY STATEMENT**

Rinstrum Europe GmbH, provides to all its customers a guarantee of quality of its products and systems on the terms and conditions set out in this document.

Items returned to Rinstrum for warranty claim will only be assessed as a warranty claim after the inspection and testing by Rinstrum or the goods original manufacturer. It will be the Buyer's responsibility to cover the costs of any replacement goods and/or freight incurred during the assessment of warranty, unless otherwise agreed with the Seller to waive costs incurred.

Rinstrum, pursuant to this warranty, hereby warrants:

1. That the manufacture and fabrication of all products at the Rinstrum factory are carried out in a proper and workmanlike fashion having regard to its own technical literature.
2. That all third-party products supplied through Rinstrum are covered by their own respective manufacturer's warranties up to a maximum of 2 years unless otherwise stated.
3. That the products supplied are of good quality and are fit for the purpose for which they are intended as determined by the Seller or communicated by the Buyer of such purpose and expressly accepted by the Seller.

Notification of any claim under Warranty must be made in writing to **Rinstrum Europe GmbH** at [support.eu@rinstrum.de](mailto:support.eu@rinstrum.de) or **Tenter Weg 10, 42897 Remscheid, Germany** within the Warranty Period and immediately upon discovering the fault giving rise to a claim under Warranty. This Warranty shall extend to the replacement or rectification of the product or parts, such decision to be at the sole discretion of Rinstrum.

This Warranty specifically excludes consequential loss or damage, labour costs for removal and refitting (if applicable), re-calibration or certification, all transport costs, any workmanship, any part not installed or supplied by Rinstrum to the maximum extent of the law. For non-stocked items (eg. OEM load cells) no warranty spares will be held by Rinstrum.

Exclusions to the warranty include but are not limited to: lightning damage, water damage, capacity overload or shock load, corrosion, vermin, ground heave or subsidence, concrete deterioration any other items supplied by others, excessive wear and cosmetic defects that do not affect the product's performance or use. Damage caused by electrical surges resulting from welding on or near the scale or controllers are specifically excluded from this warranty.

Workmanship carried out by a third party on the products supplied by Rinstrum and not specifically authorised by Rinstrum, or negligent or incorrect use of the product or parts shall void this Warranty where permitted by Law.

Apart from the Warranties given in this Warranty Statement and other warranties implied by statute Rinstrum Europe GmbH gives no further warranties and the Buyer acknowledges that in fact he/she has not relied on any warranties by or on behalf of Rinstrum Europe GmbH which are not recorded in these terms and conditions or in the sales invoice.

*Refer to Schedule 1 for the listing of models and their respective warranty periods.*

**Terms and Conditions of Limited Warranty**

*This obligation is limited exclusively to original equipment manufactured or supplied by Rinstrum and is subject to the inspection, analysis and determination by Rinstrum regarding the nature and cause of any failure.*

- *Defective components (mechanical or electrical) within the warranty period, will be repaired or replaced by Rinstrum. Service technician labour and travel expenses are not covered by this*

warranty. Faulty components are to be returned to the factory, freight prepaid, at the discretion and authorisation of Rinstrum.

- *Products that undergo a warranty claim for component repair or replacement will be covered by the warranty schedule from the original date of purchase.*
- *This warranty does not extend to any labour, material, or service charges involved in removal or replacement of equipment.*
- *Rinstrum is not responsible and will not be held liable for losses, injury or damage caused to persons or property resulting during installation or failure during use of Rinstrum products or any consequential damages that may arise from their use.*
- *Rinstrum reserves the right to incorporate improvements in material and design of the products without notice and is not obligated to incorporate the same improvements in equipment previously manufactured.*
- *In certain cases, such as used equipment or peripheral equipment not manufactured by Rinstrum, a reduced warranty may apply. Specific details to these exceptions are provided separately or at the time of purchase.*
- *Rinstrum shall not be obligated under any warranty different than as set forth herein. The Rinstrum warranty is limited to the initial customer and installation and is not transferable in the event of resale.*

**Conditions Which Void Limited Warranty**

*This warranty shall not apply to equipment which:*

1. *Has had repairs and modifications not authorised by Rinstrum which in Rinstrum's judgment has affected the performance*
2. *Has been subject to misuse "overloading", negligent handling, improper installation, accident, damage by fire, water, vermin damage, submersion or acts of God*
3. *Has had serial number altered, defaced or removed*
4. *Has not been grounded according to Rinstrum recommended procedure*
5. *Welding to the Goods or in close proximity to the Goods*

*Freight Carrier Damage Claims for equipment damaged in transit must be referred to the freight carrier. Visible damage should be reported immediately. Concealed damage as soon as possible in any case, within fifteen (15) days of receipt of shipment, in accordance with freight carrier regulations.*

### - Warranty Period

The standard Warranty Period for Rinstrum products is 1 year with the following exceptions:

Indicators and Accessories (excluding batteries)	2 years
XK-A Scale Base and Indicator	3 years
General Scale Bases and Indicator	2 years
Remotes Displays and Accessories	2 years
Service warranty	Quoted Repairs 3 months on repaired part Repair to Order Repairs (effective from August 2020) 1 year
Batteries (excluding Lithium - no warranty applies – they cannot be transported if possibly faulty)	3 months
Load cells, Printers, IT Equipment	as per original manufacturer warranty and terms
Hanging Scales	2 years
agWEIGHr indicators (AG-X320, AG-R423, AG-R320)	2 years
agWEIGHr load bars, load cells-	2 years
axleWEIGHr electronic components	2 years
axleWEIGHr scale **	2 years

\*\* axleWEIGHr - Warranty only covers scale accuracy that results in the scale not being able to perform to the standards specified or represented at the time of sale. Cracks in the concrete, chipping and spalling of the surface of the concrete are not covered unless they cause the scale accuracy (as determined by Rinstrum) to be outside the specifications at the time of sale.

#### **Rinstrum Europe GmbH**

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