

HANDLING OF WARRANTY CLAIMS

Lapse of time between pre-commissioning and end of warranty period.

PREMISES:

1. For defects on material or based on fabrication, which are immediately indicated in written, we grant either repair or new delivery. The right of the customer to assert a claim by duly reported defects, becomes time-barred by all means within 6 months from the time of notice of defect on, however not earlier than the expiration of warranty time.
2. Replaced parts will become property of ROFA INDUSTRIAL AUTOMATION AG
3. Warranty claims do not exist:
 - a) on irrelevant defects, which do not reduce the value or the performance capability of the guaranteed use according to the order contract.
 - b) on determinable defects, whose assertion were not reserved by customer at acceptance.
 - c) if modifications or maintenance works have been made on the delivered item by the customer or third parties without the permission of ROFA INDUSTRIAL AUTOMATION AG.

Exception:

At inevitable works, where a system downtime is imminent and maintenance has to be made immediately, the facility operator must inform the facility manufacturer in writing at the latest on the subsequent day of the maintenance works.

Examples therefore are: exchange of the toothed belts, drives or bearings

- d) at damages which result from improper, incorrect or other according to the contract not supposed use, incorrect operation, natural wear, incorrect or careless handling
 - especially excessive operational demands
 - improper equipment
 - exchange materials
 - imperfect construction works
 - improper building ground
 - chemical and electro-chemical or
 - electrical influences, etc.

The process within ROFA

1. Written information of the warranty claim by the customer addressed to:

ROFA INDUSTRIAL AUTOMATION AG
Geigelsteinstr. 3-5
83059 Kolbermoor
Germany

Department: Service - sales/spare parts
Mr. Manfred Sorgenfrei
E-Mail: sorgenfrei@rofa-ag.de

2. Decision whether the claim is warrantable.
ROFA service – spare parts / project manager
3. Forwarding the claim to the responsible project manager
4. Definition of the measures and termination
5. Information / confirmation for the customer
6. Elimination of defects

To enable or accelerate a repair / spare part delivery, we developed a form which you can download.

We ask you, after internal examination by your responsible project manager, to fill out this form for every event of damage and to send it via Fax or E-mail.

If you have any questions concerning the spare part service for our delivered facilities, please do not hesitate to contact us. Please address your questions to our sales or spare part department:

Fax: +49 8031 2960-60
or E-Mail: sorgenfrei@rofa-ag.de

Our assembly and installation staff is not authorised to do any warranty works without order release.

We ask you to abide by the process instructions, to ensure a smoothly execution of warranty claims.