

## HANDLING 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 month 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-LEHMER Förderanlagen GmbH
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-LEHMER Förderanlagen GmbH.  
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-LEHMER Förderanlagen GmbH

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

Mrs Marina Roidl  
Department: Sales/spare parts  
ROFA-LEHMER Förderanlagen GmbH  
Bürgermeister-Wiendl-Str. 15  
92439 Bodenwöhr  
Germany

E-mail: [roidl@rofa-lehmer.de](mailto:roidl@rofa-lehmer.de)  
Phone: +49 (0)9434 2022-748  
Mobile: +49 (0)151 16169443

2. Decision whether the claim is warrantable.  
ROFA-Lehmer 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:

Marina Roidl ([roidl@rofa-lehmer.de](mailto:roidl@rofa-lehmer.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.