

# 3-year Lantech Parts Warranty

## Introduction:

There's a 3-year Lantech Parts Warranty applicable to the following machine types: C-300; C-400; C-1000; C-2000; C-3000; CI-1000; CI-2000; CS-300; CS-1000; CS-1000 Random; TE-AX00; TE-BX00; TE-CX00; TE-DX00; LA-1000; LF-1000; Q-300; Q-300XT; S-300; S-300XT; QL-400; QL-400XT; QL Automatic; SL Automatic.

For all other machine types, a 1-year parts warranty is applicable. This includes, but is not limited to, machine types: CS-Random High Speed; MFC-1000; MFC-2000; RLA Ring Straddle and Customized/Special machines.

## Period of warranty:

The period of warranty starts on the agreed shipment date from the Lantech factory. During the warranty period, warranty is not limited by the quantity of the machine's cycle's count (so unlimited cycles within the warranty period).

## Warranty Terms and Conditions:

The Lantech warranty is restricted to the free delivery of replacement parts, for those defective parts, caused by material errors or wrong assembly of which Lantech is responsible. On-site labour costs for the installation of the defective part, or the reparation of it, will be for the account of Lantech, during the first year. Traveling and lodging cost are excluded from warranty reimbursement and will be for the Buyer's account. Delivery of replacement parts, per normal road transport service, are for Lantech's account. Additional charges for express/courier delivery service are for Buyer's account. Wear and tear parts are not covered by warranty.

## Wear and tear parts:

Moving parts/components subject to wear and tear. A list of these parts can be issued upon request.

## In below cases, Lantech is not responsible for any warranty cost reimbursement:

- Machine installation is done by Technicians that aren't certified by Lantech.
- Usage of parts that are adjusted or parts that have been replaced by non-original Lantech parts;
- Usage of locally sourced parts and/or repairs without prior approval of Lantech;
- Damage by negligence, accident, abuse or un-trained operation;
- Machine operation, contrary to Lantech instructions, intended usage or environment, specification or performance.

## Software issues:

In most cases a software issue can be corrected by means of uploading a software update. Lantech's Helpdesk will support the Buyer per telephone or remote access in the process. If the Buyer is not able (due to lack of skills/tools) or willing to follow this process, an on-site visit may be required. If - in that situation - Lantech is ordered to go on-site, the visit will be billed in full if remote support could have solved the issue, even if the issue is attributable to Lantech. In other cases the standard warranty terms and conditions (see above) will apply.

## Transferability of the warranty:

The Lantech warranty is valid for the first Buyer only. Warranty at a second party is only valid after a written and valid installation report has been received by Lantech. A fully completed installation report is to be send to Lantech Service department: [euroservice@lantech.com](mailto:euroservice@lantech.com).

You can find an "Installation Report EU" in the machine manual.

## Machine serial number:

For each warranty request, the machine serial number needs to be mentioned. This applies to the consult by telephone as well as for the parts that will be send return. This helps Lantech to establish which actions should be taken in order to solve the problem.

## Warranty request and handling:

Each warranty request must be addressed to [euroservice@lantech.com](mailto:euroservice@lantech.com) and must contain:

- A fully filled out Warranty Request Form EU.
- A valid Customers Purchase Order Number/Form.

After reception, Lantech will check if the part/issue is covered by warranty. If this is the case, then a free substitute part / repair job will be initiated. Any cost covered by Lantech's warranty will be for Lantech's account. Any costs not covered by Lantech's warranty will be invoiced against Customer's PO and Customer agrees payment.

For defective parts, under warranty, Lantech can ask the Buyer to return this defective part, carriage paid, to Lantech. If this part appears not to be defective, after assessment, then this part will be returned to the Buyer. All costs involved (transportation, assessment, substitute parts, etc.) will be charged to the Buyer.

## Warranty Request Form EU:

You need this form to send to Lantech. You can find the "Warranty Request Form EU" in the machine manual. If this form is absent, please get in touch with our service department: [euroservice@lantech.com](mailto:euroservice@lantech.com).

## Disputes.

In case of any dispute, the Orgalime S2000 general conditions will be employed as binding document.