

## 1. PURPOSE AND GENERAL POINTS

This document establishes terms and conditions of warranty for products offered by FAGOR INDUSTRIAL S. COOP. to their customers.

## 2. GENERAL CONDITIONS

### 2.1 WARRANTY CONCEPT

The commercial warranty service between FAGOR INDUSTRIAL S. COOP. and the customer covers replacement of parts due to a manufacturing defect. The purpose is to ensure the correct operation of the machine during the established period.

Warranty obligation only exists between FAGOR INDUSTRIAL S. COOP. and the original purchaser of the machine, there is no obligation to third-party organizations.

New machines sold by FAGOR INDUSTRIAL S. COOP. have a limited warranty of **24 months** on parts from the date of installation which must take place within 3 months of the invoice date of the machine, providing that equipment has been installed, used and maintained in accordance with instructions given in the User Manuals.

Second-hand machines sold by FAGOR INDUSTRIAL S. COOP. have a limited warranty of 6 months on parts from the factory invoice date of the machine, providing that equipment has been installed, used and maintained in accordance with instructions given in the User Manuals.

Repairs made by FAGOR INDUSTRIAL S. COOP. technical service have a limited warranty of 3 months on the work, both for under warranty parts and labor, and in accordance with criteria described in this document.

Spare parts have a limited warranty of 6 months.

FAGOR INDUSTRIAL S. COOP. will be responsible for sending parts under warranty free of freightor transport charges to the original owner of the machine.

FAGOR INDUSTRIAL S. COOP. will not supply any spare parts if the fault is not due to a defect in the materials or manufacturing but is due to other causes. This includes faults caused by abuse, misuse, inadequate installation, damage during transport and damage from chemical substances or the use of ozone systems, or any other reason not considered as a warranty case.

FAGOR INDUSTRIAL S. COOP. does not accept liability and disclaims all warranties for the failureof any part if the failure is due to an act of nature, a natural disaster, vandalism, damage caused intentionally or due to negligence.

FAGOR INDUSTRIAL S. COOP. does not accept liability for malfunctions caused by an incorrect installation, the use of incorrect energy power or inadequate maintenance.

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FAGOR INDUSTRIAL S. COOP. does not accept liability for claims for aesthetic reasons: oxidization or corrosion, change of tone, degradation of image due to wear.

FAGOR INDUSTRIAL S. COOP. is the only party that may determine whether the parts claimed under this limited warranty are defective or not and therefore must be replaced.

FAGOR INDUSTRIAL S. COOP. is the only party that may determine has the right to claim the return of any defective component, or part thereof, for verification and determination of the same, prior to awarding the warranty.

FAGOR INDUSTRIAL S. COOP. reserves the right not to accept the warranty period for those machines for which a document signed by the authorized Technical Service for the start-up has not been received.

## **2.2 WARRANTY COVER AND EXCLUSIONS**

The following is a list of spare parts with additional warranty and a list of spare parts that are excluded from the warranty.

### **Front-loading washing machines**

- 5 years for Tub, Drum + Shaft, Frame.
- 2 years for rest of components.
- Exempt: Dampers and belts.

### **Sanitary Washing Machines**

- 5 years for Tub, Drum + Shaft, Frame.
- 2 years for rest of components.
- Exempt: Dampers and belts.

### **Dryers**

- 5 years for Drum, Drum Crosspiece, Frame.
- 2 years for rest of components.
- Exempt: belts, fluff filter for Heat Pump models

### **Flatwork and wall ironers**

- 5 years for Rollers, ironing Cylinder and Frame.
- 2 years for rest of components.
- Exempt: Ironing Belts, pressing felt, belts.

### **Finishing equipment**

- 2 years for rest of components.
- Exempt: Covers and fabrics.

### **Trolleys**

- 2 years for rest of components.
- Exempt: Covers, Canvas, Wheels

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## 3 PROCEDURE FOR REQUEST AND RETURNS

### 3.1 REQUEST FOR PART UNDER WARRANTY

To request parts under warranty, please send an e-mail to the technical department, explaining the machine or component fault, tests performed, and results obtained, photos, videos together with the machine serial number. Parts will be sent under warranty once technicians allow it or not in case, they determine that the warranty conditions are not met.

The warranty will not be processed without the technical report or without the information requested by the technician and parts will be charged advising the customer, so that machine can be restarted as quickly as possible. Once the technicians receive the necessary information, the customer will receive a credit note if it is determined that the parts were under warranty.

### 3.2 RETURNING PART

For equipment under warranty, if the technical department considers necessary to return the defective part to the factory for inspection, a RETURN AUTHORISATION document for the required parts will be issued.

Customer will have one and a half months from the date of this document to send the requested part(s) back to Technical Service. Send the part(s) together with the return authorization document to:

FAGOR INDUSTRIAL S.  
COOP. ONNERA GROUP  
Bº Santxolopetegi, 22 Aptdo. 17,  
20560 OÑATI (ESPAÑA)

Shipping costs will be borne by FAGOR INDUSTRIAL S. COOP. only in case the warranty of the part is justified after expertise.

Once spare part has arrived at FAGOR INDUSTRIAL S. COOP., the reason for return and the condition of the part will be checked.

If the part meets all the requirements listed below, the incident report will be closed.

All items to be returned must comply with the following conditions:

- **RETURN AUTHORISATION** document provided by the Technical Service must be attached in the same package.
- Package must be correctly packed to ensure that the content cannot be damaged or broken. Customer is responsible for making sure the package is correctly wrapped to prevent damage.
- All items specified in the **RETURN AUTHORISATION** must be included in the package.

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