

Warranty conditions

Valid from 01/01/2019

The following warranty conditions of AWG Fittings GmbH regulate the scope, duration and assertion of the warranty in the event of material or manufacturing defects.

1. Beginning and duration of the warranty

- 1.1 The warranty period begins on the date of purchase by the end user. No warranty is provided for products whose production date is more than three years prior to the date of purchase.
- 1.2 Products with the brand name "AWG" are covered by a 12-month warranty, products with the brand name "Alco" by a 24-month warranty.
- 1.3 The warranty period for products with the brand name "Alco" is extended by 12 months if an "Individual" maintenance contract is concluded directly with AWG Fittings GmbH.
- 1.4 For all repairs carried out by the company-owned AWG Service Center, a warranty of 12 months is granted for the scope of the repair, provided that the non-original warranty of the product has a longer remaining term.
- 1.5 If a maintenance contract of the "Advanced" category is concluded, all service and spare parts installed within the scope of the maintenance contract are covered by a 12-month warranty, starting from installation of the parts, provided that the non-original warranty of the product has a longer remaining term.
- 1.6 If products with the brand name "Alco" are used in industrial fixed installations and fixed installations on vehicles, proof that the maintenance work has been carried out must be provided in order for warranty claims to be recognised. The service booklet "AWG Maintenance Record" shall be considered as proof.
- 1.7 Replacement deliveries for warranty reasons or free repairs executed during the warranty period neither extend the original warranty period nor recommence the warranty period.

2. Making a warranty claim

Warranty claims for any material or manufacturing defects that occur during the warranty period must be made against AWG Fittings GmbH with the AWG warranty application.

For the acceptance of any warranty claims, the AWG warranty application must be completed in full and a copy of the delivery note or invoice of the product concerned must be enclosed. In order for a warranty to be granted, the product must be covered by point 1 and the warranty claim must be made immediately after the defect has been discovered within the warranty period granted.

3. Scope of warranty

- 3.1 Material or manufacturing defects occurring within the warranty period will be eliminated free of charge by the AWG Repair & Service Center or an AWG service partner authorised by AWG, either by repair or by replacement/exchange of the parts/devices concerned. Any replaced parts/devices become the property of AWG Fittings GmbH.
- 3.2 For repairs executed during the warranty period, there is no claim to loaned equipment and no expenses are assumed for this.



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3.3 Furthermore, the warranty does not include any claims for damages against AWG Fittings GmbH.

4. Limitation of the warranty

The warranty claim will be rejected if defects or causes of defects are due to

- normal wear and tear, especially seals, screens, batteries
- non-compliance with operating instructions or installation instructions
- improper operation or use contrary to regulations
- external influences (external damage, weather conditions)
- repairs or modifications that have not been executed by AWG Repair & Service Center or a service partner authorised by AWG
- the use of non-original accessories or spare parts
- defects that were already known to the customer at the time of purchase
- failure to comply with specifications relating to the operation, transport or storage of the product that are listed in the operating instructions or installation instructions.

5. Contact

Please contact our AWG Service Center to make claims for material or manufacturing defects occurring during the warranty period:

AWG Fittings GmbH
Servicecenter
Bergstraße 25
89177 Ballendorf

Phone: 07340 – 91 88 98 880
E-mail: awg-service@idexcorp.com
Internet: awg-fittings.com



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