

GENERAL WARRANTY CONDITIONS FOR AC GRAF SRL PRODUCTS

1. The warranty is valid for 12 months starting from the date of supply. For units installed as original equipment, the warranty period starts from the installation/commissioning date indicated on the supply testing documents, while for units installed on existing applications, the warranty starts from the installation date certified by an assistance center authorized by AC GRAF SRL. The warranty start date indicated on the warranty certificate must not in any case exceed 15 months from the date of supply. (AC GRAF SRL invoice date to the customer). For units or parts of the system replaced outside the warranty period, a 6-month warranty period will be recognized from the date of installation carried out/verified and certified by an assistance center authorized by AC GRAF SRL.
2. The guarantee is valid only if:
 - The system was installed as prescribed by AC GRAF SRL.
 - The system was used according to the standards described in the use and maintenance manual attached to the product.
 - The system has received the necessary routine maintenance (at the expense of the customer) as prescribed in the use and maintenance manual. Maintenance must have been carried out by a service authorized by AC GRAF SRL and reported in the appropriate system booklet.
3. During the warranty period, all those components will be replaced or repaired free of charge which, following examination carried out by qualified personnel authorized by AC GRAF SRL or after checks and approval from the manufacturer, are found to be defective for reasons not dependent on incorrect maintenance or attributable damage to the user. All components subject to wear and tear are excluded from the warranty.
4. All interventions attributable to incorrect assembly conditions/procedures, or to a lack of or insufficient maintenance of the product attributable to a failure to observe the ordinary maintenance plan are excluded from the guarantee.
5. Repairs and replacements of defective parts can be carried out free of charge at the assistance centers authorized by AC GRAF SRL, only upon presentation of the completed and validated guarantee certificate (warranty booklet) attached to the product or document (invoice) which certify the date of purchase.
6. With warranty intervention (repair and/or replacement of defective parts) the current warranty period is not extended.

7. The warranty becomes void if the system is tampered with and/or if repairs are carried out by personnel not authorized by AC GRAF SRL and/or if non-original AC GRAF SRL spare parts are used.
8. Claims for compensation for damages induced or caused directly or indirectly by product defects are expressly excluded. They are also excluded from any type of compensation for any disassembly/reassembly costs of the product.
9. The following are the responsibility of the customer:
 - Shipping costs for defective components.
 - The costs of any inspections.
10. Reimbursement of costs resulting from machine downtime is excluded.
11. For anything not expressly indicated, the general conditions of sale of AC GRAF SRL apply
12. For the warranty conditions relating to the products distributed, please contact your retailer