



## WARRANTY TERMS

Customer satisfaction has always been the driver of WEG and TR Industries Ltd (TRind) business strategy. WEG and TRind regard all customers as valuable partners and ultimately the main reason for their continued growth and success. As such, whenever any of our products fail to perform accordingly, we will back it up and offer a prompt solution.

WEG through TRind offers warranty for defects in material and workmanship of WEG products, as follows:

WEG Motors W21, W22 and ODP 24 Months from date of invoice.

WEG Motors Single phase 12 Months from date of invoice.

WEG Automation and Control products 12 Months from date of invoice.

*\*If a Warranty period is defined differently in the technical and commercial terms of a particular sale, such a period shall override the terms set out above.*

### Within 7 days of Delivery

For the effectiveness of this warranty, it is essential that the buyer thoroughly inspect the product purchased immediately after its delivery, carefully observing all its features and **instructions for installation, adjustment, operation and maintenance**. The product shall be considered accepted and automatically approved by the buyer when no written notice is made by the buyer regarding technical problems or cancelation of the purchase, when applicable, within seven working days after the delivery date.

### Entitlement to Warranty

In order to be entitled to the warranty, the customer must comply with the specifications of WEG's technical documents, especially those established in the product Manual.

### **If a product has been subjected to the following the warranty will be void;**

1. Improper transportation, handing, and storage or
2. Improper installation, misapplication, misuse or
3. Inadequate maintenance, unauthorised adjustment and unauthorised repair.

### Faulty Product

If the product is deemed to be under warranty and is considered to be faulty, the warranty services may be performed, at TRind's sole discretion, during business hours, in either TRind's premises, at an Authorized Service Provider assigned by TRind or in the user's premises.

### Repair/Replacement

TRind's Staff or the Authorized Service Provider shall inspect the product and, in case any defect covered by the warranty is found, it shall repair, modify or replace the defective component, at its sole discretion, free of charge for the buyer.

### Extent of Warranty

The liability of this warranty is solely limited to the repair, modification or replacement of the supplied product or component, and WEG and or TRind takes no liability for damages to people, third parties, other equipment or installations, loss of profits or any other resulting or consequential damages.

WEG and or TRind will neither be responsible for any expenses incurred in installation, removal from service, consequential expenses such as financial losses, transportation costs as well as travel and accommodation expenses of a Technician when this is required by the customer.

### Normal Wear

This warranty does not cover normal wear of the products. nor does it cover parts or components considered consumable items, such as plastic or rubber parts, air filters, incandescent light bulbs, fuses, surge protectors, etc.

### Suspension

The right to the warranty shall be suspended in case the buyer defaults payment or does not meet the obligations towards TRind, seeing that the length of the suspension shall be considered as warranty time elapsed if the buyer subsequently meets its obligations towards TRind.

### Term of Warranty

Any repairs, modifications, or replacements due to defects in material and workmanship will neither interrupt nor extend the period of this warranty under any hypothesis.

### Safety

The supplied product was not designed to be used as a safety element (except for dedicated products such as the Safety line). Additional measures must be taken so as to avoid material damages and personal injuries. The product was manufactured under strict quality control; however, if installed in systems where its failure may cause risks of material damages or personal injuries, additional external safety devices must ensure a safety condition in case of a product failure, thus preventing accidents.

### Authorise

WEG and or TRind do not authorize any person or company to take any liability on its behalf regarding the warranty of its products beyond those established herein.