

WARRANTY TERMS AND POLICY

FOREWORD

Thank you for choosing machine made by PROMOTECH, a quality product designed and built to meet the demanding requirements of professional use. To ensure you can make full use of its functions, please read this information carefully to familiarize yourself with the machine. The PROMOTECH machines should only be operated by skilled technicians with technical knowledge or experience using such types of machines.

INSTRUCTIONS FOR USE

The operator's manual is an essential component of the PROMOTECH product, containing vital information for machine commissioning, safety procedures, intended use, and maintenance. It must always be kept near the machine. They must be read and adhered to by all individuals responsible for the operation, troubleshooting, or maintenance of the equipment. It is crucial to store and hand over these operator manuals to any future owners of the machine.

LIABILITY DISCLAIMER

All technical information, data, and instructions for the machine's commissioning, operation, and maintenance included in these manuals are the most recent updates as of the printing date. The manufacturer is not liable for damage or injury that may result from failure to follow the operating instructions, using the product for purposes other than intended, unskilled repairs, unauthorized modifications, or the use of non-approved spare parts, accessories, tools, or lubricants.

FUNDAMENTAL SAFETY PRECAUTIONS

Do not use the machine in flammable or potentially explosive environments, except for ATEX-approved machines.

Those who are physically, mentally, or motorically incapable of operating the machine safely may only use it under the supervision or instruction of a responsible person.

Minors are not allowed to use the machine.

In flammable or potentially explosive environments inspect ATEX-approved machines for visible signs of damage before use.

Do not utilize a visibly damaged machine.

Prior to commencing work, inspect the safety system's condition (such as the switches on the machine).

Only an authorized workshop approved by the PROMOTECH or the works after-sales service can perform repairs on the machine. Unskilled repairs can pose significant hazards to the user.

During the warranty period, authorized service centers approved by the manufacturer are the only ones permitted to conduct repairs on the machine to avoid voiding the warranty.

Defective parts must be replaced with original spare parts as they are the only ones that guarantee safety requirements are met.

While operating the machine, do not leave it unsupervised, and store it in a dry, temperate location that is out of reach of children.

Ensure your work area is well-lit.

Avoid using underpowered machinery for heavy-duty tasks.

Keep your workplace clean and dry, and maintain the cleanliness of the machine.

Follow the instructions for lubrication and cooling of the tool.

WARRANTY

PROMOTECH warrants that its Products will be free from defects in materials and workmanship under normal use in one shift work for a period of two years (24 months) starting from the date of the sale to the end-user.

In case of Welding and cutting carriages warranty period is extended to three years (36 months) starting from the date of the sale to the end-user.

Within the Warranty Period the Manufacturer is responsible for the reparation of the Product to its functional state prior to failure. This warranty shall not include labour cost and costs resulting from the following operations: disassembly, reassembly, shipping to site, etc. Replacement of components shall not be recognized as an extension of warranty period.

When a Product or part is exchanged, any replacement item becomes the Customer's property and any replaced item becomes property of PROMOTECH.

In any warranty claim PROMOTECH is entitled to ask for additional information about the operating conditions before accepting the warranty claim. Furthermore, the Product's serial number must be legible at the time of the warranty claim, (The serial number can be found on the Product specification plate)

LIMITATIONS OF THE WARRANTY

The following conditions are not covered under the terms of warranty:

- defects due to natural wear and tear
- non-compliance with operating and maintenance instructions
- connection to incorrect or faulty main supply voltage (including voltage surges outside the equipments specification)
- incorrect gas pressure
- overloading
- transport or storage damage
- fire or damage due to natural causes, e.g., lightning or flooding
- defects caused due to machines used without earthing connection.

- defects caused due to improper handling of the machine.
- defects caused due to contact of motor, electric components and electronics with water
- defects caused by unskilled operator

The warranty does NOT cover: Expenses for troubleshooting, direct or indirect travelling costs, daily allowances or accommodation. Direct or indirect damage as well as any loss of earnings are not covered under the warranty. NOTE: Under the terms of the warranty following parts are not covered:

1. Drilling machines
 - brushes, arbors, electromagnetic base work surface, gibs, cooling system, rotors, stators, pneumatic connections, pneumatic cables, tools, accessories,
2. Beveling machines
 - brushes, milling heads, tool holders, rotors, stators, plate base, feed wheels, tools, accessories
3. Welding carriages
 - drive wheels, accessories (including originally assembled torch holders, clamps, rods, etc.),
4. Punching machines
 - tools, hydraulic tubes, housing, handles, capacitors
5. Welding positioners
 - turnable assy

The warranty is void if modifications are made to the product without the prior written approval of PROMOTECH, or if repairs are carried out using non-approved spare parts or if instructed maintenance for the Product is ignored.

PROMOTECH shall be entitled to remuneration for repair work performed outside the scope of the warranty. PROMOTECH shall in no event be responsible for any third party expenses or expenses/costs exceeding the equipment's original purchase price or any indirect or consequential expenses/costs.

To the fullest extent allowed by law, PROMOTECH will have no other obligation whatsoever with regard to the Products except as stated in this limited warranty. To the fullest extent allowed by law, the warranty is the sole and exclusive remedy for any defects in the Products and PROMOTECH hereby expressly disclaims all other warranties, expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. In no event shall PROMOTECH be responsible for incidental, consequential, punitive or liquidated damages. If PROMOTECH cannot lawfully disclaim statutory or implied warranties, then to the extent permitted by law, all such warranties shall be limited in duration to the duration of this warranty and to repair or replacement as determined by PROMOTECH in its sole discretion.