

SP500

Trotec Laser GmbH, Marchtrenk (hereinafter referred to as "Trotec") grants the buyer at his discretion a claim within the terms of the following warranty obligations in addition to the statutory warranty claims against the seller.

Start and Duration of Warranty:

1. The warranty period shall begin with the date of invoice by Trotec. No extension of the original warranty period occurs by any compensation deliveries or repairs for warranty reasons.
2. Warranty is granted for the following period of time:

24 months	Housing, print (CPU, motor, axis, main), power supply, control board, compressor for air assist, belts, water chillers, laser assembly
3 months	Optics ¹ (lens, mirror, beam combiner)

1 ... No warranty for optics will apply, however, if such has to be replaced because of inadequate or incorrect cleaning (e.g. scratching during cleaning). Typical picture of optics damaged as a result of improper cleaning: shooting through of mirror or lens.

Condition for Warranty

1. All general directions, as well as those related to laser safety, in the instruction manual are followed exactly and the technical pre-conditions are fulfilled before installation.
2. The machines are the property of the first buyer.
3. The buyer operates the machines in the environment as defined by Trotec (e.g. room temperature, fuse protection, etc.) as well as with an exhaust system purchased from Trotec. The predefined minimum requirements must be fulfilled when using any other exhaust system.
4. Immediate detailed notice of defects in writing to Trotec and/or the authorized Trotec sales/service partner.

Content and Scope of warranty

1. Defects that occur within the warranty period are remedied by Trotec by replacement of the defective parts ("spare parts warranty"). Exchanged parts become Trotec's property. shipping charges, one way from Trotec to customer for regular freight will be paid by Trotec for all warranty parts, express/expedited freight charges will be at the expense of the customer.
2. In the event of unrepairable relevant defects, Trotec shall have the right to choose a gratuitous replacement of the machine to avoid any claim of withdrawal from contract.
3. Within the spare parts warranty, Trotec covers only the cost of material for exchange and/or the spare part, but not any other costs for labor time, accommodation, travel costs or air tickets. The costs of wear and tear parts (i.e. bearings, damage of optic elements, cutting table) or for improper use of the machines or damage due to Force Majeure are not covered by Trotec.

Exclusion of Warranty

All general terms in the instruction manual and the servicing manual have to be followed exactly.

A claim may be excluded of warranty due to:

1. Improper beginning of operation and installation.
2. Improper operation or use, inadequate or improper maintenance, use of unsuitable accessories or operating material.
3. External influences, e.g. damage during transport, surges, damage to surface, damage by weathering or other natural phenomena.
4. Repairs or interferences that are not covered by the instruction manual or the servicing manual and that are made by unauthorized third parties.
5. Use of not original Trotec spare parts.

Miscellaneous Provisions

1. The court of justice shall be in Wels, Austria for all claims arising from the warranty obligation. Only Austrian law is applicable.
2. Trotec shall not be liable for loss of profit, turnover, goodwill or expected savings, for direct or indirect damages or for claims by third parties out of use or inability to use of the product.
3. In the event that any provision of these warranty terms is or will become legally ineffective for any reason whatsoever, then this shall not affect the validity of the other provisions herein.
4. The terms of businesses of Trotec are valid which can be found on the webpage www.troteclaser.com

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