

Fremco Warranty procedure

1. As standard procedure, all Fremco fiber blowing machines have a 12 month warranty claim. To obtain an additional 24 month warranty claim (in total 36 month), the end customer has to register online with machine serial number within the first quarter from purchase date. Failing to do so means a 12 month warranty only has been granted for this specific machine.
2. For all demo machines or Rental/Hire machines, the warranty period starts instantly from Fremco invoice date. This means from 12 up to 36 months warranty depending on registration of the additional 24 months warranty. The remaining warranty period will be transferred to an end customer once the demo machine has been sold by the reseller.
3. Fremco accessories and complementary products have a 12 month warranty only.
4. For mandatory stock machines at Fremco reseller stock, the warranty period starts on the reseller invoicing date to the end customer. We grant a maximum of 12 months, after the reseller has purchased the machines at Fremco, as "stock warranty period". This means in total a 48 month warranty (up to 12 months in reseller stock unused/new condition) for the reseller and up to 36 month warranty for the end customer. This combination is the maximum warranty period possible.
5. In case of warranty complaint, the reseller sends a written complaint to Fremco. The written complaint should contain description of the issue along with videos and photo material. A customer complaint form can be found on the Fremco webpage.
6. Fremco can request return of the product for inspection and repair.
7. Fremco is obliged to consider the written complaint and reply to the reseller within 5 (five) working days from the date of receipt of the complaint. Fremco can request the reseller representative to go to the end customer location and inspect the defective equipment. According to the results of the inspection, a written mutual agreement must be made to initiate a sensible settlement of the complaint.
8. Fremco is obliged to eliminate the defects at our expense or to replace the defective equipment or parts within a maximum of 20 working days from reception of the equipment.
9. The reseller and the end customer are requested to perform a local check according to the official Seller Check List before making an official complaint towards the seller. The check list can be obtained from Fremco by request or by login through Fremco's webpage.
10. To maintain the warranty coverage, the end customer must ensure that the service and maintenance requirements for each machine comply with the description in the operating manual. Failure to maintain and clean the machine may result in lack of performance and reliability.
11. Service and maintenance is only valid if performed by approved Fremco Service Center or at Fremco.
12. Freight costs from the reseller's location to Fremco is paid by the reseller. If the machine is covered by the warranty, return costs will be paid by Fremco.
13. Warranty do not apply to:
 - a. Standard wearing parts e.g. chains, chain support rails, adaptor sets, gaskets, sealing's etc.
 - b. Defects resulting from careless or improper storage the use of substandard and unsuitable materials
 - c. When using non-original spare parts
 - d. Independent design change
 - e. Use of incorrect supporting equipment like compressors, electrical power pack or hydraulic power packs. Must be used together with recommended equipment.
 - f. Poor or negligent maintenance of the fiber blowing equipment
 - g. If the operating manual is not followed.

