

Fremco A/S Warranty Procedure

Frederikshavn, Valid from January 1, 2022



1. EXTENDED WARRANTY AND SERVICE AGREEMENT

As standard procedure, all Fremco A/S fiber blowing machines have a 12 month warranty unless a Service Agreement with Extended Warranty has been purchased. Extended warranty and service agreements for the machine must be purchased on Fremco A/S' homepage within the month of the machine purchase. Failing to do so means a 12 month warranty only has been granted for this specific machine.

2. DEMO MACHINES

For all demo machines, the warranty period starts instantly from Fremco A/S invoice date. The remaining warranty period will be transferred to an end customer once the demo machine has been sold by the reseller.

3. OTHER PRODUCTS

Fremco A/S accessories and complementary products have a 12 month warranty only.

4. MANDATORY STOCK

For mandatory stock machines at Fremco A/S 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 A/S, as "stock warranty period". This means in total a maximum of 24 month warranty (up to 12 months in reseller stock unused/new condition) unless a Service Agreement with Extended Warranty has been purchased.

5. WARRANTY COMPLAINT

In case of warranty complaint, the reseller sends a written complaint to Fremco A/S. 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 A/S' webpage.

6. INSPECTION AND REPAIR

Fremco A/S can request return of the product for inspection and repair. If your machine has to be returned for service or repair, it is important that the machine is packed and shipped in its original packaging. If you send a machine to Fremco that is not in original packaging, we will return it in a new original packaging paid by the customer/receiver.

7. PROCESS

Fremco A/S 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 A/S 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. REPAIRS

Fremco A/S 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. SELLER CHECK LIST

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 A/S by request or by login through Fremco's webpage.

10. SERVICE AND MAINTENANCE REQUIREMENTS

To maintain the warranty coverage, the machine is required to be serviced annually. 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 and lapse of warranty.

11. AUTHORISED SERVICE

Service and maintenance is only valid if performed by approved Fremco Service Center or at Fremco A/S.

12. FREIGHT COST

Freight costs from the reseller's location to Fremco A/S is paid by the reseller. If the machine is covered by the warranty, return costs will be paid by Fremco A/S.

13. LAPSE OF WARRANTY

In case where a machine or product is sent to Fremco A/S as a warranty claim, and it turns out not to be covered under the warranty, Fremco A/S is entitled to invoice the Reseller for any costs related to fault finding, parts and shipping. This also implies if the Reseller decides to have the machine returned without being repaired or if no fault is found.

14. WARRANTY DOES NOT APPLY TO

- a. Standard wearing parts e.g. chains, chain support rails, adaptor sets, gaskets, sealings 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.

