

ATH guarantee, warranty requirements

Scope of the product guarantee / warranty

- Up to 3 years guarantee / warranty on cylinders, units, motors, slides, ropes, chains, valves, switches and notches that can be considered as manufacturing or material defects.

The guarantee / warranty is only applicable when the following conditions are met:

- o Fully installed by a technician trained by ATH-Heinl.
 - o Regular maintenance and control according our ATH specifications

The guarantee / warranty is only valid if there is compliance with and evidence of the proper assembly, handover and, if necessary, instruction of the machine as well as 6 months or annual maintenance by an authorized ATH specialist.

- The maintenance interval is 12 months and must not be exceeded.

In the case of non-standard use or seasonal/occasional use (for lifting technology more than 10 lifting and for tire technology more than 10 sets per day), a half-yearly inspection and maintenance must be agreed.

- The measures prescribed by the manufacturer in the operating instructions are an important part of the guarantee / warranty:

- o Assembly according to the manufacturer's specifications must be respected.
 - o Assembly material according to the manufacturer's specifications must be used.
 - o Regular testing, maintenance and care requirements must be complied in accordance with the manufacturer's specifications.
 - o If necessary damages must be repaired immediately or after consultation with ATH.

Guarantee / warranty claims are only validated if all points indicated in the operating instructions and all the manufacturer's specifications have been respected. Everything must be documented in the user manual. In these conditions the claim will be immediately asserted after the above-mentioned protocols (assembly, initial acceptance, maintenance, care and service protocol documented) be sent to ATH-Heinl in connection with the maintenance agreement.

Further specific information on the guarantee / warranty such as scope, claims and specifications are described in the operating instructions and must be observed.

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The guarantee / warranty does not cover:

- Defects caused by normal wear and tear, misuse, transport damage, improper installation, wrong voltage or lack of required maintenance and care.
 - Damage caused by neglect or non-compliance with the information and specifications given in the operating instructions and / or other accompanying instructions.
 - The normal wear and tear on individual parts that require service to keep the product in a safe operating condition.
 - Electrical components, paint, plastic and rubber parts and all other wear components are excluded from the warranty.
 - Other components that are not explicitly listed but are treated as general wear parts.
 - Water damage caused by e.g. rain, excessive moisture, corrosive environments, or other contamination.
 - Blemishes that do not affect function.
 - Damage, malfunctions and complaints caused by non-compliance with the use, operation, use, maintenance, care, sealing as well as the use of unsuitable or unspecified assembly,
 - Operating, maintenance and care products, mechanical damage, intervention in the device without consultation with the manufacturer or by experts not authorized by the manufacturer ATH-Heinl are excluded from the guarantee.
- For installations not operated by a specialist authorized by the manufacturer ATH-Heinl, the warranty is limited to providing the necessary spare parts for putting back in function the machine.
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