

# Ofshid Pioneers of Today



## ❖ Guarantee conditions

- In all of the manufactured machines of this company, motor and transmission system and blades are covered by 6 months guarantee.
- Guarantee duration can be extended to 24 months by customer's demand.
- 10 years of after-sales services will be provided.
- Guarantee services start after initial setup.
- Priority is in repairing defective parts
- Initial device setup has no charge.
- Travel expenses of staff for initial setup, guarantee period and when guarantee runs out will be paid by customer.
- Expenses for additional needed equipment for initial setup is paid by customer.

**Attention: During the period of guarantee, customer has to inform this company within 7 days if a problem occurs. Otherwise, this company has no further responsibilities.**

## ❖ The guarantee becomes void if :

- The maintenance and repair services on the products have not been performed exclusively in accordance with the manufacturer's specifications.
- exceeding limits for temperatures according to the relevant technical or product-specific standards indicated. Being exposed to any unintended mechanical and chemical stresses, liquids and other harmful environmental influences. Any damage from careless transportation of the machine, fires, natural or unnatural disasters.
- Any usage and maintenance not according to product-specific standards indicated.
- Doing any abnormal experiment or change to the machine.
- exceeding limits for voltages according to the relevant technical or product-specific standards indicated

## ❖ Instructions for after-sales services

- Duration of after-sales services is up to 10 years.
- In this period, company is responsible for finding defects, correction of defects and maintenance of parts.
- based on customer needs, company will perform periodic inspections.
- If there is need for transportation, this company will help and will help and does set up in new location.
- **It should be acknowledged that all costs will be billed to customer**