

Hako Machines Warranty Document

1. Hako Machines Ltd shall be liable for any proven faults in material and workmanship with the result that Hako Machines Ltd shall replace or, at their choice, repair free of charge all the parts which have become defective or unusable within 12 months after delivery including from an authorised dealer. Damage caused by improper storage at the customer or dealer's premises is not covered by these warranty conditions.
2. Warranty is covered as agreed at point of order and is measured by either the hours or length of time, not both ie 12 months or 1200 – whichever is soonest
2. Normal wear and tear will not be covered by the warranty. All expenses incurred during dismantling or reassembling of machinery and parts will be covered by the HML or the approved warranty dealer unless it is deemed that the failure is not as a result of substandard workmanship or materials. The warranty conditions do not cover intentional damage or damage caused by negligence or improper handling. Also not covered by the warranty conditions are consequential losses as well as claims for damages of any kind by third parties.
3. The authorised dealer shall report their claim in writing in the form of a warranty application. This shall occur immediately after the work covered by the warranty has been carried out, or, at the latest 1 month after the warranty case has occurred. The application must include a list of the parts which should be covered by the warranty.
4. Any warranty application made by the authorised dealer must be on the correct claim form at the least, contain the following information about each finished product:
 - a) Series, motor/engine and machine number
 - b) Date of delivery of the machine to the end user/customer and, for machines equipped with hour meters, the total number of hours which the machine has been in used
 - c) The date of installation of the spare part, in case a repeat complaint is made after repairs covered by the warranty have been carried out part used
 - d) Type and cause of damage.
5. The parts which have been replaced in order to settle the warranty claim should be stored separately by the approved dealer and should be marked with the information as stated under item 4, points a) to d).

These parts must be made available upon request for inspection to Hako Machines Ltd independently of the warranty application, for the period of six (6) months after the warranty report has been sent to Hako Machines Ltd

6. The shipment of spare parts in order to repair parts under will be completed following the normal process for ordering spare parts, i.e. first against invoice under the stipulated conditions. If the warranty claim is accepted, Hako Machines Ltd, shall issue the corresponding credit note.

7. Hako Machines Ltd is not obliged to accept any responsibility for warranty claims if the repair work covered by the warranty is carried out inappropriately or incorrectly by the approved dealer or by a non-approved dealer, or if they do not use the original Hako spare parts.
8. Hako Machines Ltd shall not to accept certain warranty claims at their discretion in cases where the service/technical/workshop staff of the approved dealer do not attend the technical training courses offered by Hako Machine Ltd. Training should be refreshed every 24 months at the dealer's expense
9. Only 1 hours travel time will be paid per claim