

WARRANTY - GENERAL CONDITIONS

1. WARRANTY TERMS

1.1 STANDARD WARRANTY

TELWIN warrants the good working of the products and takes the engagement to replace the parts that may result faulty due to bad quality of the material or manufacturing defects, within 12 MONTHS from the date when the product was sold to the end-user (exception is made for those products sold within the European Union - UE - and relative to the European Directive 1999/44/CE), proved on the warranty certificate included in the instruction manual. The warranty is effective from the date of purchase of the product.

1.2 WARRANTY: "2 YEARS for PRODUCT, 5 YEARS for TRANSFORMER"

TELWIN warrants the good working of the products that are within these warranty limits and takes the engagement to replace the parts that may result faulty due to bad quality of the material or manufacturing defects as follows:

- within 60 MONTHS from the date of sale of the product to the end-user for the power transformer only;
- within 24 MONTHS from the date of sale of the product to the end-user for the other components (within 12 MONTHS if the product is used during 2 or more work cycles).

The warranty is valid if proved by the dealer stamp at the purchase date, printed on the warranty certificate included in the instruction manual, and by the following periodical controls performed every 12 months. The warranty is effective from the date of purchase of the product.

1.3. WARRANTY ON REPLACED PARTS

The replaced part has a 6 MONTH-Warranty starting from the date of replacement.

2. WARRANTY LIMITS

The following conditions are not covered by the warranty terms: faults due to natural deterioration, disregard of the maintenance instructions given in the instructions manual, alteration of the original status of the product, connection to incorrect mains voltage, software errors that cannot be reproduced, incorrect gas pressure, transportation damages, fires or damages caused by natural events such as lightnings or floods.

The direct or indirect damages caused by a faulty product are not covered by the warranty. The warranty expires if the repair of the product is carried out without previous authorization of the manufacturer or if the repair is carried out by using non approved spare parts. The warranty does not cover transportation costs either direct or indirect. The torches, their consumables, the wire-feeder rolls, the electrode holder clamps and the batteries are not covered by the warranty terms.

TELWIN Spa
After Sales Service