

## LIMITED WARRANTY

### NESA S.R.L. WARRANTY TERMS

The warranty obligations of NESA Srl for this product are limited to the terms set forth below:

#### A) What is covered

The limited warranty covers defect in materials and workmanship in this product. All factory defects, malfunctions occurred in use and being established by our laboratory as an original imputable defect, profiles malfunctions occurred during the time period of warranty. Aesthetic defects of the machine are covered by the warranty only for a time of 3 working days from the date of fulfillment.

The warranty **does not cover**:

- 1) Any damage, deterioration or malfunction resulting from installation or removal of this product from any installation, any unauthorized tampering with this product, any repairs attempted by anyone unauthorized by NESA Srl to make such repairs.
- 2) Any damage, deterioration or malfunction resulting from exposure to excess moisture over the specifications' values, fire, lighting, power surges or other acts of nature, etc...
- 3) Any damage, deterioration or malfunction resulting from any improper packing and shipping. Such claims must be presented to the carrier.
- 4) Any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect.
- 5) Any damage, deterioration or malfunction resulting from any other cause which does not relate directly to a defect in material and/or workmanship of this product.
- 6) Any use different from manual, factory configuration, or schematic are not covered by any warranty.
- 7) Packing, cartons, and accessories used in conjunction with this product

The warranty also does not include:

- 1) Any damage, deterioration or malfunction to equipment connected to our products
- 2) The partial or the complete stop operation of device, caused to the malfunctioning of our products.
- 3) Shipment and removal costs.
- 4) Labor cost related to the removal and verification of our products.
- 5) Any damage caused by failure to comply with the normal rules set out in maintenance manuals (if available).

#### B) How long does this coverage last

The standard limited warranty on Nesa' products, lasts for **24 months** from the date of delivery reported in the shipment document (unless otherwise specified on specific statement). The warranty is intended ex-works in the sense that any manufacturing defect will be repaired free of charge, while the cost of dismantling equipment and shipment will be charged to the customer, unless otherwise agreed.

#### C) Who is covered

The replacement or repair warranty can be obtained only by the owner of the goods supplied by NESA. Resellers are not holders of the warranty and therefore should pay their dealer.

#### D) How to get a warranty replacement or warranty repair

To obtain the warranty replacement of a product or a warranty repair is necessary to fill out the attached form below and forward by fax at +39-0423-985305 or email: [info@nesasrl.it](mailto:info@nesasrl.it). The timing of repair and replacement of the product depend on the availability of our laboratory and our warehouse. The material sent for repair **must include a document (attached below)** duly completed indicating failures encountered. The product must be properly packaged using the original packaging or other packaging equivalent in order to preserve the equipment during transport. Besides for maintenance of products over limits of warranty, NESA offers warranty of 3 months from the delivery date.

**Return Merchandise Authorization R.M.A # \_\_\_\_\_**

**IMPORTANT NOTE:** Only filling out the document attached in all its parts, the product will be replaced or repaired. Moreover if the product is a part of a PLANT (a set of singular products assembled), the warranty is effective only if customer filling out and send the original form provided by Nesa duly stamped and signed.

**PRODUCT OR PLANT DETAILS (compiled by seller)**

Product code: .....

or

Plant code (Insert reference of the purchase order): .....

DDT Nesa: ..... of (delivery date): .....

Warranty expiration date: .....

Date: ..... Stamp and Signature: .....

**REQUEST WARRANTY DOCUMENT (compiled by customer)**

Company name: .....

Compiled by: .....

telephone number: .....

E-mail: .....

**Malfunction:**

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.....  
.....

*By this I request for the product above the repair or replacement warranty. I have read the NESA warranty conditions about the warranty on its products, I declare that the product has not been tampered with in any of its parts.*

Date: ..... Stamp and Signature: .....

*Filling out this form in all his parts and sending it by fax to +39 0423 985305 are essential to complete the practice of repair.  
The product must be delivered clean and degreased, in different conditions it will be considered not reparable.  
Customer have to send the product, including this form, to our warehouse: NESA S.r.l. Via Crociera, 11 – 31020 (TV)*