



Repair and Warranty Conditions

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1. About this document

This document details the cost calculations for repairs. Warranty services, exclusions, redelivery conditions and what happens in the event that no defects are found, etc. are also detailed.

1.1. Version control

Version	Date	Comments
Version 2.00	21.11.2013	New version

2. Repair costs

Repair costs are calculated using the following formulae:

CHF

Repair costs = 60 CHF + 10% of the customer card price

EUR

Repair costs = 50 EUR + 10% of the customer card price

USD

Repair costs = 70 USD + 10% of the customer card price

Costs for replacement parts are not included and will be invoiced separately, depending on the amount.

3. Manufacturing defects

If assembly and soldering defects are discovered, the repair costs will be covered by Indel, even after the warranty period has expired.

4. No defects found

Indel can only test and check individual components and cards based on their specific functions and specifications. As a result, it is possible that Indel will be unable to reproduce defects identified in the device / machine.

This occurs primarily in the following cases:

- Incorrect or missing software
- Incorrect or missing configuration
- Wiring defects
- Non-compliance with Indel wiring guidelines
- Malfunction due to lack of or poor EMC measures
- Operation outside the specifications
- Incorrect addressing of components

In these cases, you will receive the “No error acknowledgement” form from Indel, which sets out the way in which both parties should proceed.

4.1. Inspection

If no defect is found during repair or inspection of the component, the repair will automatically be counted as an inspection.

Likewise, due to the work involved, repair costs will be invoiced for an inspection.

The costs for the inspection of components also apply for cards within the warranty period.

5. Warranty

The warranty period is 24 months from the date of delivery.

5.1. Warranty exclusions

Repairs where the components have clearly been damaged through use by the customer or a third party not complying with the regulations for usage are excluded from the warranty.

These include, but are not limited to:

- Incorrect operating voltage
- Incorrect connection type
- Contamination of printed circuit board due to missing / poor filtration in ventilation system.
- Short circuits due to foreign bodies
- Ambient temperature being too high
- Non-compliance with ambience and / or operating conditions
- Opening of housing
- Repair attempts by the customer or third parties
- Manipulation by the customer or third parties
- Operation outside the technical specifications
- Defective IGBTs for servo drives due to braking with short circuit brake ramps.
- Damage through incorrect motor commutation

The repair costs will always be payable by the customer in these cases.

Likewise, if the card can no longer be repaired and has to be replaced, the cost for replacement will be payable by the customer.

5.2. Warranty on repairs

The warranty period for repairs is 12 months. This includes the replaced parts as well as the repair work carried out.

6. Redelivery

After the components have been repaired and / or inspected by Indel, they will be in the condition in which they were originally supplied. This means that software applications, system configurations and motor files will have been deleted and will no longer be available. These must be reloaded by the user upon return of the repaired components.

Connectors that are missing on delivery will not automatically be replaced. However these can be replaced, for an additional charge, at the customer's request.

6.1. Redelivery to third parties

Indel is not in possession of customer software, configurations and motor files. These are therefore excluded from the scope of delivery. Third parties must contact the machine manufacturer.

7. Modifications

Outstanding modifications will be carried out automatically, free of charge with every repair.

Cards can be returned to Indel at any time for modification. Please include a note, for example "for modification". Otherwise, Indel will assume that there is a defect and the card will be handled as a normal repair.

8. Transit damage

No warranty claim shall exist in the case of transit damage. Transit damage is covered by the customer's general transit insurance.

9. Delivery and customs charges

Delivery and customs charges are always payable by the customer.

Indel AG

Russikon, 15.06.2017