

WARRANTY-SHEET

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Dear Customer,

In order to provide you with comprehensive support as quickly as possible, we ask for your assistance in completing and submitting the HST Warranty Sheet.

Please send this form, fully completed, to: warranty@hst.group.

Only with this basic information can our support team process your request as quickly and accurately as possible.

Please note: Defective batteries must not be returned and must be disposed of by the customer. The customer must back up their data before shipping the item to HST.

Tool purchased from* HS-Technik GmbH

Distributor - name:

Customer number

Customer Name*

For distributor - name of your end customer:

Commercial contact person

Technical contact person*

Phone number*

Email*

Your reference number

Model name*

Serial number

Purchase date

Please describe your issue here:

If reporting damage, please always send us the following with this form

- **at least 5 photos (of all sides of the tool) see p. 2**
- **Backup with at least 25 tool/controller curves**
- **Log file**



Backup

Logfile

*Mandatory fields

Error Message

How did the error occur?

How does the error manifest?

Image

Image

Image

Image

Image

Image



WARRANTY-SHEET

WARRANTY TERMS

The following warranties apply to our products, excluding wear parts:

- Machines: **1 year / max. 250,000 cycles**
(unless otherwise specified) for 2 shift operation: max. 6 months (3 shift 3 months))
- RivBee & NutBee
 - Usage up to 15kN **1 year / max. 250.000 cycles**
a maximum of 6 months for 2 shift operation (3 shift 3 months)
Usage up to 20kN **1 year / max. 100.000 cycles**
a maximum of 6 months for 2 shift operation (3 shift 3 months)
 - Usage > 20kN **1 year / max. 10.000 cycles**
a maximum of 6 months for 2 shift operation (3 shift 3 months)
- Chargers: **1 year**
Max. 6 months in shift operation
- Battery **6 months**
(with proper and professional use in a normal environment – no shift operation)

LEGAL REGULATION SINCE JANUARY 1, 2002

If the product (article) is found to be defective within the first six months after delivery, the seller is obliged to prove that the article was free of defects upon delivery. After the **first six months** in any case a **reversal of evidence** takes place. If a defect is discovered after the six months are up the buyer must prove that the purchased article was already defective upon delivery.

LIABILITY FOR MATERIAL DEFECTS FOR WEAR PARTS

The law does not recognize “wear-parts.” Whether the seller is liable for a defect in a product depends solely on whether a material defect exists and whether this defect was already present or latent when the product was handed over to the buyer. However, the seller is not liable for normal wear and tear of parts (items/goods) that are subject to wear. In practice, this can of course lead to disputes, as the distinction between “wear” and a material defect is often anything but straightforward.

Under the law, a product (item) is free from material defects if it is fit for its ordinary use and possesses the qualities that are typical of items of the same kind and that the buyer can reasonably expect based on the nature of the item. When determining whether a defect exists or whether it is merely “wear” it therefore always depends on what an average buyer could reasonably expect from the item in the specific situation. In such cases, the exact circumstances of the individual case must be taken into account.

Batteries are not covered by a warranty, as a battery is a consumable part with a predetermined lifespan. (e.g., brake pads on a car - if you brake frequently and hard, you'll reach the wear limit sooner.) Exceptions apply if the battery is brand new and doesn't work, or if it fails after a few charge cycles despite proper and appropriate use.

