

General Terms of Warranty and Repair

Warranty

H&H grants a 24-month warranty, under the condition that the device has not been manipulated and the failure has occurred during intended use of the device.

Defects will be eliminated by repair or replacement, if they are registered and accepted by H&H or one of its representatives within 24 months after delivery date (bill of delivery).

Since H&H doesn't neither know the exact application of the electronic Loads nor the physical conditions of the units under test, no warranty for the correct operation of a whole system in the customer's sense can be given.

Location of warranty fulfillment is 94357 Konzell, Germany. The customer has to send the faulty product with detailed descriptions of the established lacks carriage free. For questions please specify contact persons and telephone number. Deliveries not prepaid are not accepted.

In case of warranty repairs at the customer's locations the customer will be charged for the journey expenses.

Packing

If you will send the device by carrier we recommend using the original packing. If you haven't got the original packing you can order it from H&H for cost price. Please specify the exact device type.

The units must always be packed standing on the device bottom or feet. The packed device with a size of 5 U or more must be fastened to a pallet! We recommend a pallet attachment even from 2 U upwards.

Never transport control cabinets with installed devices in horizontal position!

We reserve the right to deny reshipments which arrive definitely insufficiently packed.

Warranty Exclusions

This is excluded from warranty:

- Damages caused by input voltages higher than 120 % of the nominal voltage
- Damages by overcurrent in reversed polarity
- Damages of the Zero Volt Option caused by reversed polarity
- Input fuses in the load circuit
- Damages of the I/O port by exceeding the electrical specifications
- Worn out parts like fuses, relays and air filters
- Modifications made by the customer
- Damages caused by transport
- Damages caused by improper handling (e.g. dropping, entrance of liquids)
- Costs for checking the unit when no failure can be detected

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H&H Service Within the Warranty Period

Warranty at H&H:

Material and working time are free.

Forwarding expenses to H&H have to be paid by the customer.

H&H takes over the costs of the return shipment (standard shipment, no express shipment)

Warranty on site:

Material and working time on site are free.

The costs for travelling durations, driven distance and if necessary overnight accommodation are charged.

After Expiration of the Warranty Period

Repair at H&H:

Material and working time are charged.

The repair takes place at H&H.

Forwarding expenses to H&H and the return shipment have to be paid by the customer.

Repair on site:

Material and working time for the repair have to be charged.

The costs for travelling durations, driven distance and if necessary overnight accommodation have to be charged.

Requesting an RMA Number

If you intend to send the unit back for repair you have to request an RMA number (Return Material Authorization) from H&H.

You can do this by phone, email to

support@hoecherl-hackl.com or via H&H homepage www.hoecherl-hackl.com

Please note the RMA numbers on your return papers as well as on the packaging of the goods.

After Repair

We always try to maintain the interface configuration of the device on delivery.

However, it may be necessary to change the configuration during the repair process. Therefore, check the settings of your device before you install it back into a system.

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