



Conditions for Repair Services

Indel AG

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1. No error found

Indel AG can only test and check individual components and cards for their specified functions. It can therefore happen that the customer error message for the system or machine can no longer be reproduced at Indel. This occurs especially in the following cases:

- Incorrect or missing software
- Incorrect or missing configuration
- Wiring error
- Non-compliance with Indel wiring guidelines
- Error behaviour due to missing or poor EMC measures
- Operation outside specifications
- Incorrect addressing of components

In such cases, Indel AG will send the “No Error Reconfirmation” form, which will be used by both parties to regulate how to proceed.

This will be charged as a repair due to the high effort involved.

2. Inspection

If no error is found during the inspection of the assembly, it will be charged as a repair due to the high effort involved.

The costs for checking the components also apply to devices within the warranty period.

3. Not repairable

If it's found during a repair attempt and inspection of the assembly that the product can no longer be repaired or that no spare parts are available, this will be charged due to the high level of effort and will be invoiced as a repair. This also applies to devices during the 2-year warranty period, in accordance with our General Terms and Conditions, points 14.4 - 14.7 Exclusion from warranty liability.

The professional dispose of a product that can no longer be repaired is included in the price.

Software applications, system configurations and engine files will not be deleted or cannot be deleted. Indel AG rejects any liability in this regard.

At the special request of the customer, the defective device can be reclaimed with a written order and at your own expense.

4. Returned delivery condition

After repairs and/or inspections have been carried out on the modules by Indel AG, they are returned to their original delivery condition. This means that software applications, system configurations and motor files are deleted and no longer available. These must be reloaded by the user after the repairs have been returned. Any necessary support is provided exclusively by the manufacturer of the machine.

Missing plugs on delivery are left as they are.

At the customer's request, these can be mounted at an additional cost.

5. Important information customer software

Indel AG is not in possession of customer software, configurations and engine files. These are excluded from any scope of delivery. The customer is obliged to contact the machine manufacturer exclusively in the event of support requirements.

6. Hardware modifications

If available, hardware modifications will only be carried out unsolicited and as a gesture of goodwill in the event of repairs.

7. General terms and conditions

The General Terms and Conditions (GTC) of Indel AG are an integral part of the conditions for the provision of repair services.