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## Conditions for Repair Services

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## 1. No error found

Indel AG can only test and check individual modules and cards for their specified functions. Therefore, it can happen that the customer error message for the system/machine can no longer be reproduced at Indel.

This occurs mainly 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 you the "No fault reconfirmation" form, with which the further procedure is regulated by both parties.

## 2. Review

If no fault is found during the repair or inspection of the assembly, the repair is automatically considered an inspection.

Due to the high costs involved, the repair costs will also be invoiced during the inspection. The costs for checking the assemblies are also incurred for devices within the warranty period.

## 3. Not repairable any more

If an attempt at repair and inspection of the assembly shows that the product can no longer be repaired or that spare parts are no longer available, the basic amount for repairs will be charged in accordance with the Indel price list (article 600210000 Repair-Base). If the repair price for the product in question is less than the basic amount, the repair price will be charged.

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 disposal 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 declines all liability in this respect.

At the special request of the customer, the defective device can be reclaimed with a written order and at the customer's 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 the 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.