

# Guarantee conditions

Rev.2

## GENERAL INFORMATION



In all our equipment you will find a label with a QR code that must be scanned to access the equipment registration form in order to activate the equipment guarantee. Once you have scanned the QR code, you will be re-directed to our website where you must enter the data requested in each field, including the serial number that you will find on the nameplate of your equipment (e.g. S/N 3825). After this registration you will receive a confirmation email with the guaranteed validity period of your equipment, depending on the date of purchase or supply.

## GUARANTEE COVERAGE

PRESCAD ENGINEERING SL, guarantees the proper functioning of this product, whose identification data is collected in the associated document.

A detailed reading of this document is recommended to know the conditions for guarantee, exclusions, and those cases in which the guarantee is void.

The purchase invoice is the only document that gives the right to the benefits covered by this guarantee and must be shown at the time of requesting and/or receiving any intervention, together with the Certificate of Guarantee that is issued with the registration of the equipment. If the data contained in these documents has been modified or is not presented at the time of the intervention, PRESCAD ENGINEERING SL reserves the right not to comply with the obligations covered by the guarantee.

The present conditions define the requirements and scope of application of the commercial guarantee and do not prejudice the legal rights of guarantee that Spanish regulations granted to the final consumer derived from the trade, in accordance with the General Law for the Defence of Consumers and Users. and other complementary laws. It is required to specify that, in accordance with the conditions of the legal guarantee, in case of non-conformity of the goods, the final consumer has the right to claim free corrective measures that include the necessary expenses for the goods to be brought into conformity.

## GUARANTEE PERIOD

The duration of the guarantee is **12 months**, effective from the delivery of the equipment (according to the INCOTERMS conditions of the purchase order).

This guarantee period can be extended up to 36 months if it is requested by the customer **2 months in advance of the expiration** of the first 12 months of guarantee and if the annual maintenance recommended by PRESCAD ENGINEERING, SL has been carried out or is being carried out, and during these maintenance operations are used **original spare parts. The operating parameters of the equipment must also be recorded**, to verify that they are within the limits of use.

## GUARANTEE SERVICE

The guarantee offered by PRESCAD ENGINEERING, SL. covers defects that affect the operation of the equipment. They are detailed as follows:

Before the starting up of the equipment:

- Materials or equipment parts with damage
- Equipment with wrong assembly

Once the equipment is operating:

- There are leaks in the housing or welds (screwed joints and/or gaskets not included)
- Breakage of internal elements due to faulty manufacturing
- Malfunction of electrical or pneumatic parts
- Incorrect identification of the operating parameters (conditions, flow direction, etc.)

The repair includes the cost of spare parts (material), labour costs and, where appropriate, the cost of the journey for technical personnel of the Authorized Official Service of PRESCAD ENGINEERING SL or personnel designated by PRESCAD at the plant. In the event that this product, due to its size and mobility conditions, is likely to be transported by the final consumer to the factory, PRESCAD ENGINEERING SL will be released from the obligation to send its technical personnel to where the equipment is installed. In the case of a stationary (fixed) operating product, repairs will be made in the place where the product is installed, which must be accessible to the technician. If this circumstance does not occur, it will be the responsibility of the final consumer to make the product accessible so that it can be repaired.

The repair will be completely free of charge for the final consumer, if the Authorized Official Technical Service of PRESCAD ENGINEERING SL determines that the product has a manufacturing fault or a defective component, which prevents its operation to be satisfactory according to its technical features. Otherwise, the Authorized Official Technical Service may pass the reparation costs to the final consumer, which includes the materials, the labour of the intervention, the journey to the plant and, where appropriate, the product transportation.

If a product failure occurs during the guarantee period, the final consumer has the right to request the free repair of the good or its replacement with another product with similar features, unless one of the two options is not possible or represents a disproportionate cost for PRESCAD ENGINEERING SL, which will offer the final consumer the least burdensome option. During the reparation, the calculation of the guarantee period is suspended. Once the product is repaired, the final consumer has a 1-year guarantee period for the reparation.

The Authorized Official Technical Service of PRESCAD ENGINEERING SL is also available to the final consumer once the guarantee period is concluded. (See section "Contact").

## **GUARANTEE EXCLUSIONS**

This guarantee does not cover unpacking, removal of transport security supports, installation, levelling, start-up process, explanations, or demonstrations of operation to the final consumer, nor possible visits by the Authorized Official Technical Service of PRESCAD ENGINEERING SL, derived from as a consequence of the actions or interventions mentioned above. These services can be provided to the final consumer by the Authorized Official Technical Service of PRESCAD ENGINEERING SL, applying the recommended rates.

The final consumer must assume and pay to the Authorized Official Technical Service of PRESCAD ENGINEERING, the entire cost of the repair (materials, labour, and journey costs), when the lack of conformity is originated because of the following causes, excluded from the guarantee:

- Damages caused to the product by external agents or anomalous environmental conditions such as atmospheric phenomena, geological phenomena, floods, alteration, insects, rodents, bumps, or use under inadequate conditions of electricity, water, or gas supply, etc.
- Damaged products because of negligence, friction, improper use or contact with inappropriate substances, deteriorating the structure of the product and generating oxidation, corrosion, or aesthetic colour changes.
- Damages derived from an incorrect or defective installation, or assembly of the product, such as incorrectly placed or bent tubes, misalignment in flanges and/or pipes, or inadequate location, and in general, deficiencies originated from an incorrect use and/or maintenance of the product, as reflected in the guidelines in this regard in the installation & operation manual.
- Damages caused by bumps, dents, scratches, or any other aesthetic damage of the product resulting from the handling or elimination of the approved packaging that PRESCAD ENGINEERING SL uses for its products, and which guarantees the proper transportation of the product until to its destination.
- Aesthetic deterioration or wear and tear due to normal usage of the product that requires periodic controls or maintenance, such as cleaning pumps, evacuation ducts, etc. and/or in accessories or spare parts susceptible to wear and tear, deformation or degradation by its usage or friction, such as sealing gaskets, handles, anodes, metal, or carbon filters (anti-grease), etc.
- The filtration elements have a maximum usage of 1 year or 5 washes, only if the filtration element is subject to be cleaned. PRESCAD ENGINEERING SL, recommends replacing the filtration element, with an original one, once a year or sooner if necessary. The usage of non-original and/or exceeded expiry-date filtration elements might be a reason for voiding the guarantee.
- Wear and tear of consumables
- Oxidation due to storage or time without operation
- Defects o aesthetic and visual defects repair, etc. that do not affect the equipment operation.
- CS1, CS2 & CS3 models are excluded from the guarantee conditions and will be treated individually in each case.

## GUARANTEE CANCELLATION

The guarantee will be void when any of the following conditions occur:

- a) Repairs, manipulations, or alterations of the product carried out by people other than the Authorized Official Technical Service of PRESCAD ENGINEERING SL, as well as the usage of non-original spare parts or accessories in these operations.
- b) Absence or manipulation of the product identification plate, invoice data or recorded data mentioned in this Book of Guarantee.
- c) Use of the product for a different purpose than the one for which it was manufactured, meaning to be used in applications and operating conditions for which the equipment has NOT been designed.

PRESCAD ENGINEERING SL is not responsible for compensating for any damage or loss caused by a product in any of the above conditions.

## RECOMMENDATIONS FOR THE FINAL CONSUMER

If any anomaly is detected because the operation of the product does not comply with its technical characteristics, the final consumer must review the operation manual (IOM) that is delivered with the purchase of the equipment or visit our website: [https://prescad.com /en/spare\\_parts-and-guarantee/](https://prescad.com/en/spare_parts-and-guarantee/) to contact us at the email: [info@prescad.com](mailto:info@prescad.com).

When the services of the Authorized Official Technical Service of PRESCAD ENGINEERING SL are required or a visit is arranged, it is advisable to have the purchase invoice or delivery note that identifies the purchase, delivery date and the product model, data that will be requested during the communication.

The technician who goes to repair the equipment must present his identification as an Authorized Official Technical Service of PRESCAD ENGINEERING SL and, in case of intervention, provide documentary evidence of the same.

It is strongly recommended that the final consumer or user carefully read the installation and operation manual (IOM) as well as the technical and functional characteristics of the product, in order to correctly apply this guarantee and to better understand its operation.

Periodic maintenance of the product is especially recommended.

## CONTACT

To exercise the rights granted by this guarantee, the final consumer can contact the Authorized Official Technical Service of PRESCAD ENGINEERING SL, through the telephone number: +34 93 519 23 69, on the website: <https://prescad.com/en/spare-parts-and-guarantee/> or at the email: [info@prescad.com](mailto:info@prescad.com), where you can check the list of the Authorized Official Technical Services of PRESCAD ENGINEERING SL, as well as contact forms and requests for a repair service.

(\*) Legal guarantee period as of the date of issuance of this Guarantees Book. The countries of the European Union transplant Directive (EU) 2019/771 of the European Parliament and of the Council of May 20, 2019, and in the event that, after the publication of this Guarantees Book, local law regulates a period of different legal guarantee, local law prevails over this Guarantees Book.