



KECKEX Warranty conditions

The following warranty conditions of

KECKEX GmbH
Austraße 30
6832 Sulz
Austria
(hereinafter referred to as KECKEX)

regulate your rights as a consumer against KECKEX in case of material or manufacturing defects of your KECKEX product. Here you will find information on the scope, duration and assertion of the warranty.

The warranty granted by KECKEX does not affect your statutory warranty rights against the seller of the product. If your product is defective, you can therefore also contact the seller of the product in any case and without restrictions.

I. Beginning and duration of the warranty

The warranty period for all products begins on the date of purchase by the end user. We do not provide any warranty on devices whose production date is more than 12 months ago at the time of purchase.

a. New equipment

Warranty period	12 months (legal warranty) ¹
Warranty extension	24 months with registration via service portal ²

b. Used and demonstration equipment

All used and demonstration equipment purchased directly from KECKEX is covered by a 12-month warranty. If the machines are sold within 12 months of the date of the invoice, a warranty of 12 months applies from the date of purchase and registration via our service portal.

c. Repairs

For all repairs performed by KECKEX, we provide a warranty of 12 months on the scope of the repair.

¹ The warranty begins with the date of purchase.

² The warranty period is extended to 24 months by regular maintenance (at least once a year) according to the KECKEX service report (maintenance directly at KECKEX). Extension of the warranty period by maintenance is also possible through participating dealers or distributors. To claim the extended warranty, the machine must be registered in the Service Portal within 3 months from the date of purchase.



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d. Spare parts

We grant a warranty of 12 months for spare parts if used as intended.

Replacement deliveries for warranty reasons or free-of-charge repairs during the warranty period shall not result in an extension of the original warranty period, nor shall the warranty period start anew.

II. Enforcement of the warranty

To make a claim against KECKEX for material or manufacturing defects occurring during the warranty period, please enquire about the individual options on the KECKEX Service Portal at www.keckex.com or contact us:

Tel: +43 (0) 5522 24664

E-Mail: office@keckex.com

For the recognition of any warranty claims, the submission of a machine-generated purchase receipt (copy is sufficient) is required, showing the date of purchase and type designation. This copy must be enclosed with any submissions. In addition, a correctly and completely filled out warranty claim form is required. This can be obtained from the Service Portal at www.keckex.com.

III. Prerequisites for a warranty commitment

- The purchased product is a product listed under I.
- The notice of defect must be received by us before the expiry of the warranty period immediately after discovery of the defect by means of a warranty claim.

IV. Content and scope of the warranty

- KECKEX or an authorized service partner of KECKEX shall remedy any material or manufacturing defects occurring within the warranty period free of charge, either by repair or by replacement/exchange of the parts/devices concerned. Replaced parts/devices become the property of KECKEX.
- For repairs during the warranty period, no loaner devices will be provided and no costs will be assumed.
- The warranty does not include any further claims for damages against KECKEX.
- The place of performance of the warranty is directly with the manufacturer, or with a service / sales partner authorized by the manufacturer.
- Transport costs for repairs incurred within the warranty period are not covered by the manufacturer or distributor. These will be charged to the customer.

V. Warranty limitation

The warranty expires if errors or defects are due to:

- normal wear and tear, especially in the case of
 - Gaskets after 4 months (regardless of mileage)
 - Pump sets after 4 months (regardless of mileage)
 - Batteries after exceeding the charge cycles specified by the battery manufacturer
 - Steam hose, burner / nozzle, water injection nozzles, tube boiler
- incorrect set-up or installation, e.g. non-compliance of the operating instructions or the commissioning instructions
- use contrary to the intended purpose as well as improper operation or stress, e.g. use of unsuitable chemicals
- external influences, e.g. third-party damage, damage due to weathering or other natural phenomena
- Repairs or modifications not made by KECKEX or a third party authorized by KECKEX
- Use of non-original accessories or non-original spare parts from KECKEX
- Defects that were already known to the customer at the time of purchase
- Non-compliance of operating, storage and transport specifications described in the operating instructions.

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