

Abbotsbury Engineering Limited: Standard Warranty Policy

The standard warranty on an Abbotsbury Engineering machine is outlined in this policy

Parts Manufactured by Abbotsbury Engineering

All parts manufactured by Abbotsbury Engineering and subcontractors of Abbotsbury Engineering carry a twelve months warranty from dispatched date of machine from Abbotsbury Engineering. It is expected that the customer will have the resources and ability to exchange many of the parts of the machine and return to Abbotsbury Engineering for warranty repair should this prove necessary. It is expected that the customer will purchase sufficient spares to maintain the equipment in service during the repair/replacement period.

Failure of components that is attributable to misuse of the equipment or a failure to comply with the information given in the equipment documentation will invalidate the warranty.

Proprietary Parts:

Proprietary parts are covered by their manufacturer's warranties only, although support will be available from Abbotsbury Engineering to assist in the exchange process.

Wearing Parts:

Wearing parts are excluded from warranty.

Recommended Parts List and Support:

A recommended spare parts list is included in the documentation. It is expected that the customer will have the resource / knowledge to replace most of the items on this list. Special instructions

are included in the documentation where appropriate. Telephone support, and if applicable, remote access support, will normally be available between the hours of 09:00 to 17:00 (GMT / BST, London) on normal Abbotsbury Engineering working days (e.g. all days except Saturdays, Sundays, English Bank Holidays and Christmas / New Year shutdown) to assist in this process. In addition, for a small annual fee, Abbotsbury Engineering Premium Support is also available (refer to separate document).

Chargeable Items:

In the event of a problem that cannot reasonably be resolved by the customer, Abbotsbury Engineering will endeavor to provide on-site support promptly. Historically, we have a good record of machine reliability, and such on-site support is rarely required. In the event that problems have arisen due to misuse of the equipment, or a failure to comply with the information given in the equipment documentation, or that the problem could have been easily resolved by the customer, this support may be chargeable.

Equipment Outside the UK:

Note that warranty callouts outside the UK are subject to travelling expenses (Cost + 5%).

Non-standard Abbotsbury Engineering Warranty:

Any requirement for a non-standard Abbotsbury Engineering warranty is treated on a case by case and by formal agreement in advance when a purchase order is placed by the client.

Errors and Omissions Excepted