

Terms and Conditions of Warranty

All the orders placed with AUMA India Private Limited (AIPL) are guaranteed only against any material / manufacturing defects for a period of 18 months from the date of dispatch or 12 months from the date of commissioning, whichever is earlier. If any defect is noticed during the above period, the defective materials shall be replaced or rectified free of cost at our works in a reasonable period. Product can also be attended at site within India with mutual agreement.

Auma India obligation under this warranty is limited to the terms and conditions listed below:

- 1) This warranty applies only to products (actuators and gearboxes) manufactured by AIPL and used within India.
- 2) This warranty does not include preventive or routine maintenance checks or servicing. Such visits made at the request of customers would be considered on chargeable basis.
- 3) Customers are to provide complete details of the defect/fault as required by Auma India and Auma India may provide online assistance or assign a representative to visit the site to attend to the defect.
- 4) During warranty, if the products are found damaged by accident/wrong connections/ mishandling/ misapplication, then replacement costs and expenses incurred for deputing of service personnel would have to be borne by the customer.
- 5) Warranty for replaced spare parts will be only for the remaining of the original warranty period and the replaced components will become property of the company and might need to be returned to Auma India for further analysis.

This warranty stand null or void, if the damage is caused by:

- a) Accident, abuse, misuse and misapplication.
- b) Services performed by anyone who is not an AUMA India Authorized Service representative or AUMA India trained service engineer or services performed without the active guidance of AUMA India.
- c) Modifications done in the product / part without consultation and written permission of AUMA India.
- d) Not using brand new genuine AUMA India spare parts.
- e) Improper storage and handling during the pre/post-commissioning period. (Refer [Transport, Storage and Handling Instruction on www.auma.co.in](#)).
- f) Usage of product beyond the defined service conditions / standards mentioned in our product catalogue (Refer Product catalog for actuators and gearboxes on our website [www.auma.co.in](#)).
- g) Failure on account of voltage fluctuations/ poor power supply such as Line transient surges, harmonics, etc.
- h) Improper fitting and sealing of cable glands and improper sealing of unused cable gland entries.
- i) Improper fitting / absence of 'O' rings or incomplete tightening of covers, when removed for power supply connections / other reasons.
- j) Application of excessive force on lever for declutching in case of manual operation.
- k) Wrong wiring connection at the customer end. Not using the correct rating of cables for input connection.
- l) Improper setting of mechanical stoppers in worm gearboxes for manual / electrical operation.
- m) Not connecting thermo switches, when provided for safety to the motor.
- n) Failure to follow maintenance instructions as per AUMA India Operation & Instruction Manual. (Refer Operation & Instruction Manuals for actuators and gearboxes on our website [www.auma.co.in](#)).
- o) Erroneous inputs figures provided for sizing of the product.
- p) Subjecting products to continuous submersion/ pressurized condition for lengthy periods in contravention of IP 67 / 68 standards of AUMA products and / or abuse of product resulting into breach of design to meet ingress protection requirements.
- q) Usage of actuator, bypassing safety devices of actuator like torque and limit switches.

This warranty does not cover:

- 1) Consumables, normal wear and tear parts, corrosion, plastic, glass and/or rubber parts.
- 2) Transportation, delivery and / or incidental cost incurred in the fulfillment of this warranty.
- 3) Any consequential or resulting liability, damage or loss to property or life arising directly or indirectly as a result of product failure, breakdown, or accident or improper usage of the product. Our maximum liability will be limited to 100% of the invoice value of the failed product during warranty period.
- 4) The company shall be under no obligation or not deemed to be in default for any delay or failure in performance resulting from causes beyond its reasonable control (e.g. strikes, floods, earthquakes, pandemic etc.) including, but not limited to delay in servicing due to non-availability of spare parts and / or accessories.

JURISDICTION- All suits arising out of this agreement shall be instituted in a Court of Jurisdiction located within the Municipal Corporation limits of Bangalore, India irrespective of the state of operation of the customer.