

Warranty Conditions





1. Warranty Period

For the purchase of a new Komptech mobile machine, Komptech GmbH (referred to hereinafter as KT) shall grant a warranty period of 12 months or 1,000 operating hours, whichever occurs first. For a stationary machine, KT shall grant a warranty period of 12 months or 2,000 operating hours, whichever occurs first. The warranty period shall begin with the handover of the machine to the end customer of Komptech's sales partner, however at the latest three months following shipment from Komptech's manufacturing plant. This is documented in the handover log, which is sent immediately to Komptech.

For overseas destinations in North America, Asia and Australia, this period is extended to six months following shipment from Komptech's manufacturing plant. For demonstration machines, the handover log must be issued immediately to the new owner of the machine (usually the relevant sales partner) during initial commissioning.

2. Prerequisites for Warranty Claims

- ✓ Proper maintenance must be performed by an authorized service partner
- ✓ The maintenance work must be consistently documented in the Connect! app
- ✓ All of the manufacturer's specifications must be complied in accordance with the technical documentation
- ✓ Exclusively Komptech original parts must be used

3. Warranty Exclusions

The following points are not covered by the framework of the warranty:

- ✗ Damage caused by non-intended use, improper operation and handling that is not in accordance with the technical documentation, as well as transport damage.
- ✗ Damage caused by vandalism, other physical damage, external impacts by third parties, force majeure and elementary events.
- ✗ Wearing of wear parts
 - ✗ Material-conveying components (e.g. shredding tools, scuff plates, conveyor belts etc.)
 - ✗ Operating materials and maintenance parts (e.g. oils, lubricants, filters etc.)
 - ✗ Wearing of non-material-conveying components (e.g. chains, chain wheels, driving belts, bearings, carrying rollers, tires, brake linings, pads for chain running gears, towing wheels or drum carrying wheels, batteries etc.)
- ✗ Damage caused by interfering materials
- ✗ Glass breakage (e.g. mirrors, panes, lamps etc.)
- ✗ Damage due to poorly executed repairs (e.g. incorrectly connected electric or hydraulic lines, short circuits etc.)
- ✗ Damage due to technical changes not approved by KT (e.g. mechanical modifications, changes to the cabling etc.)
- ✗ Damage due to improper storage of components (electric components, rubber parts etc.)
- ✗ Retightening of screws and fixings that have come loose during operation
- ✗ Topping up of the air conditioning system due to permeation
- ✗ Aging of hydraulic, air and air conditioning hoses

4. Warranty Extension

An extension of the warranty period (see Tables 1 and 2) can be requested subject to defined conditions. The warranty extension must be requested when placing the order and must be listed as an independent item in the order confirmation. A retroactive extension of the warranty via the Customer Service department is possible in principle.

The basic requirement for acceptance of a retroactively requested extension is that the current warranty period must still be valid, and proof of compliance with the general prerequisites for making claims in accordance with point 2 must be provided. In the event of multiple extensions, the maximum specified warranty period also applies.

Options for Warranty Extension (for mobile machines)

OPERATING HOURS	1 YEAR	2 YEARS	3 YEARS	4 YEARS	5 YEARS
1 000	✓				
2 000					
3 000					
4 000					
5 000					
6 000					
7 000					
8 000					

Options for Warranty Extension (for stationary machines)

OPERATING HOURS	1 YEAR	2 YEARS	3 YEARS	4 YEARS	5 YEARS
2 000	✓				
4 000					
6 000					
8 000					
10 000					
12 000					
14 000					
16 000					
18 000					
20 000					



5. Processing in the event of a Warranty Claim

Only the local sales partner or service partner is authorized to submit warranty claims, and the claims have to be submitted in the Claim! app. The basic prerequisite for a positive evaluation of the corresponding warranty claim is that the machine was registered successfully as part of the machine handover.

Furthermore, all the conditions specified under point 2 must be met and corresponding documentation of the claimed warranty case (in accordance with KT specification) must be available.

Never waste an opportunity.

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We create value for you



Waste-stream expertise

Because you need a
setup that's tailored to
your waste stream.



Innovative technology

Because you need to
adapt your output to
your market needs



Flexible sales models

Because you have the
choice between new, leased
and used machines.



Service excellence

Because you always
need to keep your
system running.