

Warranty conditions

WEG Equipamentos Elétricos S/A, Motors Unit (“WEG”), offers warranty against defects in workmanship and materials for its products for a period of 18 months from the invoice date issued by the factory or distributor/dealer, limited to 24 months from the date of manufacture.

Motors of the HGF Line are covered for a period of 12 months from the invoice date issued by the factory or distributor / dealer, limited to 18 months from the date of manufacture.

The paragraphs above contain the legal warranty periods.

If a warranty period is defined in a different way in the commercial/technical proposal of a particular sale, that will supersede the time limits set out above.

The warranty periods above are independent of the product installation date and the startup.

If any defect or abnormal occurrence is detected during machine operation, the customer must immediately notify WEG in writing about the occurred defect, and make the product available for WEG or its Authorized Service Center for the period required to identify the cause of the defect, check the warranty coverage, and perform the proper repairs.

In order for the warranty to be valid, the customer must be sure to follow the requirements of WEG’s technical documents, especially those set out in the product Installation, Operation and Maintenance Manual, as well as the applicable standards and regulations in force in each country.

Defects arising from the inappropriate or negligent use, operation, and/or installation of the equipment, non-execution of regular preventive maintenance, as well as defects resulting from external factors or equipment and components not supplied by WEG, will not be covered by the warranty.

The warranty will not apply if the customer at its own discretion makes repairs and/or modifications to the equipment without prior written consent from WEG.

The warranty will not cover equipment, components, parts and materials whose lifetime is usually shorter than the warranty period. It will not cover defects and/or problems resulting from force majeure or other causes not imputable to WEG, such as, but not limited to: incorrect or incomplete specifications or data supplied by the customer; transportation, storage, handling, installation, operation and maintenance not complying with the provided instructions; accidents; defects in the construction works; use in applications and/or environments for which the machine was not designed; equipment and/or components not included in the scope of WEG supply. The warranty does not include disassembly services at the buyer’s premises, product transportation costs and travel, lodging and meal expenses for the technical staff of the Service Centers, when requested by the customer.

The services under warranty will be provided exclusively at WEG authorized Service Centers or at one of its manufacturing plants. Under no circumstances will the warranty services extend the equipment warranty period. WEG’s Civil Liability is limited to the supplied product; WEG will not be liable for indirect or consequential damages, such as losses of profit and revenue losses and alike which may arise from the contract signed between the parties.