

SANTOEMMA SPARE PARTS AND WARRANTY CONDITIONS

Parts covered by warranty and components subject to wear

The parts covered by warranty are: spray pump, vacuum motor, brush motor, air compressor and all the other components that might have a manufacturing defect.

Each component is tested during the test of the machine, at Santoemma factory. However, a possible manufacturing defect might not occur during the test, but only later on in the life of the machine. Santoemma ensures the correct working for any manufacturing defect, for one year time (see warranty conditions).

All the not-electrical components, such as accessories, connection hoses, couplings, structural parts, wheels, covers and so on, might break in the use of the machine not because of a manufacturing defect, but because they are subject to wear.

In general, these components are not covered by warranty, except for specific cases of an evident manufacturing defect, which must be reported to Santoemma, allowing to take the consequent actions to avoid that the problem can happen again.

Warranty conditions

Santoemma machines are suitable for a professional use. Warranty covers the manufacturing defects for a period of one year.

The beginning of the warranty period is the date the machine is sold to the final user, provided that this date can be traced back with the invoice to final user, showing the serial number of the machine. In case this date cannot be traced, then from the serial number of the machine it will be possible to understand when the machine was produced by Santoemma and sold to the distributor. The warranty period will then start from the date the machine was sold to the distributor.

The serial number of each machine is written on the machine control panel, on the lower tank.

The service centre is supposed to solve the technical problems of final users, asking later to Santoemma the possible replacement free of charge for the parts replaced in warranty.

Before replacing a part that seems defective, it is important to check that the incorrect working of the machine is really due to the component and not for example to other components in connection with it. For example: if the pump of a machine does not work because the rectifier is burnt, but the pump is not defective, the service centre should not replace the complete pump with rectifier, but just the rectifier.

In any case, Santoemma will not replace the complete pump in warranty to the service center, but just the rectifier.

In general, a component disassembled from a machine and given back to Santoemma cannot be replaced in warranty from Santoemma to the service center, if the same component should result completely or partially working.

Procedure for replacement of parts in warranty.

1. The service center, having a defective component, sends the part to Santoemma. The transport costs is paid by the service center, which will choose a forwarder with the most appropriate cost.
2. If the defect will be considered in the warranty, Santoemma will repair or replace free of charge the defective part with a new one, depending on the situations. In this case, also the transport cost to send the part to the service center will be paid by Santoemma.
3. If in the meantime the service center urgently needs new spare parts and does not have them in stock, he is supposed to order new parts. Santoemma is not in the position to anticipate new parts without charging them, before receiving the defective ones.
4. Only in some particular cases, when the service center is sure about a warranty situation, but does not have the part in stock, Santoemma can send the part even before receiving the defective one. Warranty for the part will be confirmed after analysis of the part. While waiting to receive the part, Santoemma will ask the service center to send some pictures by e-mail showing the problem. It is necessary for Santoemma to receive the defective part in order to analyze the problem and improve products quality.
5. In order to reduce the number and cost of shipment from the service center to Santoemma, it will be possible to agree and send the defective parts periodically, for example each 3 or 6 months.
6. In the same way, in many cases it will be possible for Santoemma to send parts in warranty together with a next order.
7. For each request of warranty, Santoemma will contact the service center to decide how to proceed in the best way.