# Complete Warranty Terms

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> Archived version. It applies to equipment with a manufacturer's invoice dated up to 30 November 2026.

Manufacturer: Ing. Siegfried Plasch, Baumayrweg 4, 4631 Krenglbach, Austria
Contact / RMA: office@plasch.at
Territorial scope: EU / EEA / CH / UK (procedures outside the EU may differ)

## 1. Coverage of this Warranty

This voluntary manufacturer's warranty covers defects in materials and workmanship arising during normal use within the warranty period. The provider will repair or replace affected components at their discretion to restore contractual functionality. Replaced parts become the provider's property. Repair or replacement does not extend or restart the warranty period.

## 2. Commencement & Proof

The warranty period begins on the purchase date shown on the original invoice/receipt of the first purchaser. Invoice and serial number are sufficient proof — no separate warranty certificate is required. The warranty applies to the first purchaser and is not transferable.

## 3. Warranty Periods per Product Family

- Hot wire module / power electronics / control units: **12 months**
- Wire feeders / drives / controllers: **12 months**
- TIG/automation torches, hose assemblies, cable harnesses: **6 months**
- Software/firmware: no performance warranty; bug fixes via updates where available
- Wear & consumable parts: excluded

## 4. What is Not Covered

- Wear/consumable parts (e.g., contact tips, gas nozzles, ceramics, current tips, diffusers, seals/O-rings, hose-pack internals, liners, rollers, fuses, filters, lubricants)
- Improper use or failure to follow the manual (wrong parameters, insufficient cooling, incorrect shielding gas supply)
- Mechanical/chemical influences: drop, bending, corrosion, liquid ingress, contamination
- Electrical influences: over/undervoltage, lightning, EMC disturbances outside specification, wrong mains frequency, missing/faulty protective earth
- Interventions/modifications by unauthorized persons, non-approved accessories/third-party parts, tampered serial numbers
- Transport/storage damage after risk has passed; software conflicts caused by third-party systems

## 5. Making a Claim (RMA Procedure)

1. Report the issue to office@plasch.at, including: serial number, proof of purchase (copy), short fault description, meaningful photos/videos.
2. Receive RMA number & return address (no acceptance without RMA).
3. Packaging must be transport-safe, clean, free from operating media (e.g., coolants).

4. The provider will assess the defect and repair or replace if covered; otherwise, you will receive a cost estimate.

Unless expressly agreed otherwise, we do not cover costs for transport, travel, disassembly/re-installation, or diagnostics. Mandatory costs under statutory warranty remain unaffected.

## 6. Relation to Statutory Rights

This manufacturer's warranty applies in addition to your statutory warranty rights under applicable law and does not affect them. Statutory remedies (price reduction, rescission, damages) exist independently where legal requirements are met.

## 7. Liability

Our liability under this warranty is limited to restoring functionality (repair/replacement). Further claims (e.g., production downtime, loss of profit, data loss) are excluded — except in cases of intent, gross negligence, or personal injury. Mandatory statutory rights remain unaffected.

## 8. Software / Firmware

Firmware updates may change certain functions; illustrations/manuals may slightly differ from the current state. Users should observe the operating manual and release notes.

## 9. Governing Law & Language

This warranty is governed by Austrian law, excluding its conflict-of-laws rules and the CISG; mandatory consumer protection at the consumer's place of residence remains unaffected. These terms are made available in text form and can be saved or printed by the customer. In case of discrepancies, the German version prevails.