Complete Warranty Terms

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Manufacturer: Ing. Siegfried Plasch, Baumayrweg 4, 4631 Krenglbach, Austria
Contact / RMA: office@plasch.at
Scope: worldwide. Warranty services are performed exclusively at the manufacturer’s works in 4631 Krenglbach, Austria.

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 manufacturer will repair or replace affected components at its discretion to restore contractual functionality. Replaced parts become the manufacturer's property. Repair or replacement does not extend or restart the warranty period.

2. Commencement & Proof

The warranty period begins on the date of the manufacturer's invoice. Invoice and serial number are sufficient proof; no separate warranty certificate is required. The warranty applies to the first purchaser. If a reseller purchases the product for resale, the warranty applies to the reseller's first end customer; in that case, too, the warranty period begins on the date of the manufacturer's invoice. Beyond this, the warranty 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 assembly internals, liners, rolls, fuses, filters, lubricants)
- Improper use or failure to follow the operating 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 or to the Certified Partner you purchased from, including: serial number, proof of purchase (copy), short fault description, meaningful photos/videos.
2. You will receive an RMA number and the return address (returns are not accepted without an RMA).
3. Packaging must be transport-safe, clean, free from operating media (e.g., coolants).

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

The customer ships the product to the manufacturer at the customer's own cost and risk. If the claim is covered, the manufacturer bears the cost of repair or replacement. The costs of transport to and from the manufacturer, customs duties and charges, as well as travel, disassembly, re-installation and on-site diagnostics are borne by the customer. 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

The manufacturer's 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, Jurisdiction & Language

This warranty is addressed exclusively to entrepreneurs (business customers). It is governed by Austrian law, excluding its conflict-of-laws rules and the UN Convention on Contracts for the International Sale of Goods (CISG). The exclusive place of jurisdiction is the court with subject-matter jurisdiction in Wels, Austria. 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.

Version 2026-12, valid for equipment with a manufacturer's invoice dated 1 December 2026 or later. For equipment with an earlier invoice date, the previous version applies. The German version of these warranty terms prevails.