

Extension of guarantee to 5 years

HD-CR 35 NDT / CR 35 NDT



This guarantee covers the functional capability of the entire device. The guarantee period is 5 years starting from the date of delivery/installation. This does not affect the statutory warranty of 12 months starting from the date of delivery.

The following guarantee conditions and restrictions form an integral part of the contract.

Guarantee conditions:

- The device must have been purchased from an authorised dealer (or directly from DÜRR NDT).
- If the device changes hands, DÜRR NDT must be informed in order for the guarantee to remain valid.
- The purchase invoice must be provided at the request of the customer service technician.
- Only DÜRR NDT original device parts and DÜRR NDT accessories as well as DÜRR NDT imaging plates and light protection covers are to be used.
- Only cleaning and disinfection agents approved by DÜRR NDT are to be used.
- Installation, reinstallation, modifications, extensions and repairs are only to be carried out by DÜRR NDT or by a specialist dealer authorised by DÜRR NDT for this purpose.
- The device must be used and operated in accordance with the installation and operating instructions.

Content and scope of the extended guarantee:

- Device defects that are demonstrably attributable to material or manufacturing faults will be remedied free of charge within a reasonable period either by carrying out repair work or by replacing the relevant parts. The guarantee does not cover any costs that are necessary to transport the device to DÜRR NDT for this purpose or the costs of wear parts. Parts or devices that have been replaced will become the property of DÜRR NDT.
- Services carried out under the extended guarantee may only be performed by customer service departments authorised by DÜRR NDT.
- If repair is uneconomical or impossible, the customer will receive a brand new device of an identical type. If the device is replaced, the remaining term of the guarantee will be transferred to the replacement device.

- The extended guarantee does not cover any more extensive claims for damages against DÜRR NDT, unless the authorised customer service department appointed by DÜRR NDT acts with intent or gross negligence.
- The scope of supply and services does not include the delivery of consumables and accessories.

Guarantee restrictions:

The extended guarantee does not cover any defects or malfunctions that are attributable to:

- Incorrect set-up or installation, e.g. failure to observe the applicable safety regulations or the written operating, installation and assembly instructions
- Inappropriate use and improper operation or loading, or failure to perform the care and cleaning tasks stipulated by the operating instructions e.g. use of unsuitable cleaning agents, chemicals, and so on.
- External influences such as transport damage and damage caused by shock or impact.
- Repairs and alterations carried out by a customer service department that has not been trained and authorised for this service work by DÜRR NDT
- The use of non-original DÜRR NDT spare parts and accessories not approved by DÜRR NDT
- Current and voltage fluctuations that overshoot/undershoot the tolerance limits specified by the manufacturer
- Usage-related and natural wear and tear such as on conveyor belts & tension springs, the light protection brush, foil cassettes and other components that the operating instructions say have to be regularly replaced in the course of the product's life
- Services performed in the context of an on-site technician visit (labour time/travel time) are not part of the guarantee.

Applicable law:

This contract is subject to the law of the Federal Republic of Germany. The exclusive legal venue for any disputes arising from or in connection with this contract is Stuttgart.