

## Huxley Bertram Standard Warranty Policy

The standard warranty on a Huxley Bertram machine is outlined in this policy.

### Parts Manufactured by Huxley Bertram:

All parts manufactured by Huxley Bertram and subcontractors of Huxley Bertram carry a twelve months warranty from dispatched date of machine from Huxley Bertram. It is expected that the customer will have the resources and ability to exchange many of the parts of the machine and return to Huxley Bertram for warranty repair should this prove necessary. It is expected that the customer will purchase sufficient spares to maintain the equipment in service during the repair/replacement period.

Failure of components that is attributable to misuse of the equipment or a failure to comply with the information given in the equipment documentation will invalidate the warranty.

### Proprietary Parts:

Proprietary parts are covered by the part manufacturers own warranty, although support will be available from Huxley Bertram to assist in the exchange process.

### Wearing Parts:

Wearing parts are excluded from warranty.

### Recommended Parts List and Support:

A recommended spare parts list is included in the documentation. It is expected that the customer will have the resource / knowledge to replace most of the items on this list. Special instructions are included in the documentation where appropriate. Telephone support, and if applicable, remote access support, will normally be available between the hours of 09:00 to 17:00 (GMT / BST, London) on normal Huxley Bertram working days (e.g. all days except Saturdays, Sundays, English Bank Holidays and

Christmas / New Year shutdown) to assist in this process. In addition, for a small annual fee, Huxley Bertram Premium Support is also available (refer to separate document).

### Machine Modifications:

Unless otherwise agreed in writing, the warranty duration for modification work such as machine modifications, software and control system changes, only applies to the modification work and not the rest of the machine, and with effect from the date of the changes is limited to twelve months for parts manufactured by Huxley Bertram, and to 90 days for software, and any other parts or changes. Wear parts are excluded from warranty.

### Chargeable Items:

In the event of a problem that cannot reasonably be resolved by the customer, Huxley Bertram will endeavour to provide on-site support promptly. Historically, we have a good record of machine reliability, and such on-site support is rarely required. In the event that problems have arisen due to misuse of the equipment, or a failure to comply with the information given in the equipment documentation, or that the problem could have been easily resolved by the customer, this support may be chargeable.

### Equipment Outside the UK:

Note that warranty callouts outside the UK are subject to travelling expenses (Cost + 5%).

### Non-standard Huxley Bertram Warranty:

Any requirement for a non-standard Huxley Bertram warranty is treated on a case by case and by formal agreement in advance when a purchase order is placed by the client.

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