

TS INDUSTRIE Wood Series Chippers/Green Series Shredders

Warranty terms and conditions

1 TS INDUSTRIE WARRANTY

The manufacturer provides a warranty for every new TS INDUSTRIE chipper/shredder sold and used in its country of sale (see paragraph 1.2) limited by time and the hours of use stated in paragraph 1.1.

Any approved TS INDUSTRIE importer or distributor will repair or replace for free, parts and components or manufacturing defect covered by the section descriptions below.

This warranty excludes the items listed in section 4 'Warranty Exclusions'.

The method of repair or replacement must be determined by the approved TS INDUSTRIE distributor.

1.1 NEW CHIPPER/SHREDDER WARRANTY

- 1.1.1 In accordance with the General Terms and Conditions of Sale of the manufacturer, rights under the guarantee are valid for new TS chippers/shredders for a period of two (2) years (or 650 machine usage hours in total) as of the date of first operating the machine and limited to six (6) months following the date of the invoice addressed by TS to the approved distributor or importer. The invoice addressed by the distributor to the end customer prevails.
- 1.1.2 Registration of the chipper/shredder by means of the duly completed document provided with the machine gives entitlement to a third year of warranty (or 1000 machine usage hours in total). This mandatory machine registration must be undertaken by the approved TS distributor or importer by no later than the month following sale. It must be accompanied by the sale's invoice to the first machine owner.
- 1.1.3 The new chipper/shredder warranty covers all parts and components (with the exception of the exclusions listed in Section 4 of this document) for any new TS INDUSTRIE chipper/shredder with a material or manufacturing defect.
- 1.1.4 The body of the machine, the rotor, and the cutting disc are covered expressly by the warranty.
- 1.1.5 Motor/engine components are covered independently by their respective manufacturer's warranty. Their warranty is conditional on compliance with

the motor/engine servicing plan implemented by the distributor network of the corresponding motor/engine manufacturer on production of evidence.

- 1.1.6 The warranty is limited to the first owner of the TS Industrie chipper/shredder acting as the user, and cannot be transferred without prior authorisation by the manufacturer.
- 1.1.7 The warranty applies to normal usage of the product. It therefore covers faults relating to materials and manufacturing or assembly defects.
- 1.1.8 A component being repaired or replaced under this warranty does not extend or renew the warranty period. The warranty period starts on the original date of purchase and ends after 36 months.

1.2 GEOGRAPHIC COVERAGE

The TS INDUSTRIE chipper/shredder warranty is valid in Europe and countries where TS INDUSTRIE is officially represented.

2 WARRANTY TERMS AND CONDITIONS

- 2.1 Claims under warranty must be made with familiar documents and sent duly completed to TS INDUSTRIE. (future registration on the internet site will be made possible soon)
- 2.2 Any other claim, in whatever form, will not be accepted.
- 2.3 In the event of the warranty, the machine subject of the claim (or the old part) must be made available to the manufacturer or distributor carriage paid.
- 2.4 In the event of a damaged or defective part, it is for the distributor to return the part in accordance with the procedure put in place by TS Industrie for obtaining a credit.
- 2.5 Labour confirmed under warranty is covered at the hourly rate set by the manufacturer. (€40)

3 REGULAR SERVICING

- 3.1 Regular servicing is the minimum requirement of the warranty.
- 3.2 The servicing plan defined by the manufacturer must be respected, and repairs must be performed with original TS Industrie parts or those recommended by the manufacturer.
- 3.3 Warranty work worth more than 150 euros must be authorised beforehand by the manufacturer. In this event, the manufacturer reserves the right to undertake the repair itself.

4 WARRANTY EXCLUSIONS

4.1 The following are excluded from the terms and conditions of the warranty:

- Damage due to impact and deformities not caused by the machine,
- The chipper/shredder breaking down following the insertion of a foreign object into the machine,
- Inclement weather,
- Operating losses, disruption or reduction in resale value as well as costs resulting from hiring a machine,
- Attachments rusting,
- Normal wear and tear of fuses and bulbs, tyres and brakes, lubrication and filters for any part regarded as a wear part, blade, pad, exhaust pipe, clutch and transmission parts etc.
- Any non-original parts, accessories or equipment, or replacements not performed by a TS Industrie distributor,
- Minor irregularities such as vibrations or noise (this list is not exhaustive) if they have no impact on the performance, operation or quality of the chipper/shredder, or if these irregularities only occur under specific conditions.

4.2 Damage or impairment due to transport or those caused by normal wear once the machine has been first used are not covered by the guarantee. The machine delivered must be subjected to the mandatory visual checks or inspections set out in accordance with the existing servicing plan and at the intervals stated.

4.3 Repairs taken on are limited to work performed at TS INDUSTRIE or in its approved distributor network.

4.4 New TS INDUSTRIE chippers/shredders are delivered in accordance with the strictest safety standards (Machinery Directives 98/37/EC and 2006/42/EC. Harmonised standards EN 13525 + A2). The owner is liable for any technical modification or alteration to the machines and/or their parts, and this leads automatically to the loss of rights under the warranty. The same applies in the event of improper handling or the use of lubricants, spare parts or accessories not authorised or not specified by the manufacturer.

4.5 In the event of doubt, please contact the After-Sales Department of the manufacturer TS INDUSTRIE before undertaking any work.

5 YOUR OBLIGATIONS

- 5.1 You must use, service and take care of your chipper/shredder in accordance with the instructions contained in the operating manual.
- 5.2 Arrange for repairs under warranty to be undertaken by an authorised TS INDUSTRIE distributor.
- 5.3 Perform the mandatory checks to allow you to ensure that the chipper/shredder has no faults and, where applicable, notify your distributor immediately.
- 5.4 Retain the service documents as reference in the event of subsequent problems associated with servicing the chipper/shredder.
- 5.5 Retain documents and invoices relating to any installation of parts.
- 5.6 Rights under the warranty are lost in the event of failing to comply with your obligations.

6 MODIFICATIONS

The manufacturer reserves the right, at any time, to modify the design or characteristics of any TS INDUSTRIE chipper/shredder without notice or obligation to apply such modifications to chippers/shredders previously sold.