

Chiron America, Inc. - Warranties

The warranties described below shall apply to the transaction described. Any additional warranty terms, conditions, and/or other requirements of customer that are inconsistent with the warranty terms described below shall be null and void and have no application to the transaction(s).

- Retrofit parts, whether new, refurbished, or altered parts shall be warranted for six months. The warranty shall start to run on the day the retrofit is accepted.
- Parts; new, repaired or refurbished shall be warranted as below:
 - The warranty for all spare parts shall be 6 months from date of shipment from Chiron America, Inc. to customer.
 - Cartridge spindles with a maximum rated turning speed of 12,000 RPM shall be warranted for a period of 12 months or 6,000 hours of operation, whichever comes first.
 - Cartridge spindles with a maximum rated turning speed greater than 12,000 RPM shall be warranted for a period of 12 months or 3,000 hours of operation, whichever comes first.
 - Combined spindle/motor assemblies shall be warranted for 12 months or 3,000 hours of operation, whichever is less.
 - Spindle motors, axis motors or any other motor not included within a spindle assembly shall be warranted for 6 months.
 - Tool arms, indexers and counter bearings are warranted for 6 months.
 - All warranties described above apply to materials and workmanship.
- Certain warranty parts will require return of the defective component, which will be identified on the return note. In case the requested defective material is not returned within 30 days the customer will be invoiced in full. The return shipping costs will be covered by Chiron America, Inc.
- Customer must contact Chiron America, Inc. to report any alleged defect or performance failure of a spindle or other machine component. Customer shall not return the allegedly defective part until Chiron America, Inc. provides the Customer with a return material authorization ("RMA").
- The above warranties shall be null and void in the event the component or part is misused or damaged by the customer.
- Any and all work must be performed by a technician trained and authorized by Chiron America, Inc. Chiron America, Inc. does not warrant any work performed by non-authorized persons. Work performed by non-authorized persons shall not be warranted. This includes labor, parts, repair/refurbish projects, or any other goods and/or services sold by Chiron America, Inc.
- For work performed by an authorized person who is not a Chiron America, Inc. employee or contractor, the warranty shall apply only if the customer returns all installation checklists to Chiron America, Inc. within 30 days of the installation
- All warranty parts will be shipped either by parcel next day air or standard LTL freight. If requesting courier (door to door) freight, all charges are the responsibility of the customer.
- Warranty service during the warranty period will be provided, on regular business days, Monday thru Friday between 8 a.m. and 5 p.m. Customer may request paid services to be performed in addition to the warranty work. Customer agrees to pay any increase in travel costs that results from adding the paid service. This would include, but not be limited to, additional nights lodging, additional per diem and out-of-pocket costs, additional ground transportation costs, airline change fees or ticket price increases.
- Chiron will perform warranty service on weekends only upon request and as Engineers and technicians are available, at a rate of \$100.00 per hr., paid for by the customer.



CHIRON America, Inc.

- Customer agrees to provide a purchase order for warranty work in the amount of zero dollars if requested. Once on site, Chiron personnel shall make a determination whether or not the requested work falls within the applicable warranty. If it does not, Chiron shall promptly provide a quote for the requested work. If the work is not warranted, Customer shall be responsible for travel costs, even if customer chooses not to have Chiron perform the work.

Liability

Chiron America shall not be liable for any incidental or consequential damages, even if Chiron America has been given notice of the possibility of such damages.

Please call or send an Email if you have questions or need additional information.

We hope our quotation suits your needs and we are looking forward to receiving your order.

Please include the quotation number in your purchase order and send it to service@chironamerica.com

Kind regards,
Chiron America Inc.

Notice:

This quotation is confidential. The quotation, as well as individual provisions within the quotation shall not be disclosed to any third party without prior written approval from an authorized Chiron America employee.