



## Guarantee extension (+12 months)

As a full-service partner, DILO offers you a wide range of services: From worldwide on-site service and preventive maintenance to replacement parts, you will receive everything from a single competent source. This is why we offer our customers a free guarantee extension for a further 12 months. In case of any problems, you can then benefit from our 24 months' guarantee service.

Used words and their meaning:

guarantee	means the German word for Gewährleistungsverlängerung
DILO	means all DILO hubs in complete <ul style="list-style-type: none"> <li>- DILO Armaturen und Anlagen GmbH</li> <li>- DILO Company, Inc.</li> <li>- DILO Production Inc. dba DILO Direct</li> </ul>
DILO Armaturen und Anlagen GmbH	is responsible for all customers located in <ul style="list-style-type: none"> <li>- Europe</li> <li>- Asia</li> <li>- Africa</li> <li>- Australia and New Zealand</li> <li>- South America</li> </ul>
DILO Company, Inc. DILO Production Inc. dba DILO Direct	are responsible for all customers located in <ul style="list-style-type: none"> <li>- North America</li> <li>- Central America</li> <li>- Mexico</li> <li>- Columbia</li> <li>- Venezuela</li> <li>- Caribbean</li> </ul>
penalty	<b>direct penalty:</b> All penalty that follows directly from a guarantee issue. <b>indirect penalty:</b> All penalty that we might have accepted, when confirming any purchase order before or after.

### §1. Included devices in the guarantee extension

The following devices can be included in the guarantee extension for a further 12 months:

- B160R Micro Series SF6
- B078R Vacuum pump unit SF6
- B093R Vacuum compressor unit SF6
- B093R Suction pump unit SF6
- B095R Compressor unit SF6
- B132R Operating panel SF6
- B143R Mini Series SF6
- L030R Piccolo Series SF6
- B057R Compact Series SF6
- L057R Economy Series SF6
- L170R Mega Series SF6
- L400R Mega Series SF6
- L600R Mega Series SF6
- C4-G057R01 Economy Series C4-FN
- C4-G170R01 Mega Series C4-FN
- C4-B093R Vacuum compressor unit C4-FN
- C4-B093R Suction pump unit C4-FN
- C4-B095R Compressor unit C4-FN
- B046R Vacuum pump unit
- B178R DensiControl
- 3-026R-R114 SF6-Network Monitor
- 3-026R-R115 SF6-Air Sensor
- 3-026-R200 Gas Safety Monitor
- 3-026-R205 SF6-Sensor
- 3-026-R210 O2-Sensor
- 3-026-R215 C4-FN Sensor
- 3-026-R225 CO2-Sensor
- 3-026-R230 SO2-Sensor
- 3-026-R235 CO-Sensor
- 3-033-R002 LeakPointer SF6
- 3-033-R200 LeakSpy SF6
- 3-033-R400 LeakSpy C4-FN
- 3-032-R Portable SO2 measuring device
- 3-035R-R MirrorAnalyser SF6/CA
- 3-037-R001 Electronic moisture measuring device
- 3-038R-R MultiAnalyser SF6
- 3-039R-R MultiAnalyser C4-FN
- B169R SF6-Gas monitoring device





Devices not listed above are excluded from the guarantee extension.

## §2. Condition for obtaining guarantee extension

To obtain the guarantee extension for a further 12 months, the corresponding device has to be registered with DILO within six months after delivery (EXW date) using the following link:

<https://dilo.eu/en/after-sales-services/online-device-registration>

Alternatively, you can request a registration form from our after-sales department:

- Customers/users located in DILO GmbH sales region (Europe, Africa, Asia, South Americas; India, Australia, New Zealand) please contact [registration@dilo-gmbh.com](mailto:registration@dilo-gmbh.com) or contact us by phone at +49 (0) 8333 302-0.
- Customers/users located in DILO Company, Inc. sales region: (North America, Mexico, Central America, Columbia, Venezuela, or the Caribbean) please contact [sales@dilo.com](mailto:sales@dilo.com) or call (727)376-5593

In order to benefit from the guarantee extension, the device must be registered in the name of the end customer and not distributors or independent sales agents. In case of any questions, please contact our after-sales department.

After registration, the guarantee is extended for an additional 12 months, provided the customer can prove that the device has been maintained and operated in accordance with the operating manuals and no other exclusions apply. Thus, the maximum guarantee extension is 24 months from the day of delivery (EXW date). To prove the purchase of spare parts, please indicate DILO order number (For customer purchased equipment from DILO GmbH starting with three (3) or six (6). For customer purchases from and / or located in DILO Company Inc. sales region please indicate the Order number which starts with an "O" followed by a dash and 5 to 6 numbers (i.e. O-123456) If the device or the spare parts are purchased via an independent sales agent authorised by DILO please contact the corresponding sales agent. The purchase of spare parts can be proved by submitting the order of the sales agent. In case it is not possible to prove maintenance work in accordance with the operating manual, the guarantee expires 12 months after the delivery date (EXW-date) outgoing at DILO. The guarantee extension does not cover any costs for maintenance works and spare parts which are to be purchased separately. Please note that the guarantee will be void if no original DILO parts are used. You can purchase the required spare parts from one of our authorised service centres (DILO Authorised Service Centre) or directly from DILO.

For customers located in DILO GmbH sales region you may contact the After Sales department as follows: [service@dilo-gmbh.com](mailto:service@dilo-gmbh.com) or +49 (0) 8333 302-0. Please find our authorised service centres under: [www.dilo.eu](http://www.dilo.eu). For customers located in DILO Company Inc. sales region may contact the After Sales department as follows: [sales@dilo.com](mailto:sales@dilo.com) or (727)376-5593

In case maintenance work is carried out by the customer, there is no guarantee claim unless it is not explicitly described in the operating manual. Maintenance, repair or service works carried out by the DILO "Service Centres" do not result in a reduction or termination of the guarantee period.

## §3. Excluded from the guarantee extension:

The following is excluded from the guarantee extension:

- Wear and tear, technical-related aging or saturation (wear) including piston and guide rings, valve plates, life time of the measuring sensors, filters, oil, etc.
- Damage caused by electrical or mechanical overload (force effect on the device).
- Damage caused by incorrect handling, storage and / or switching off (non-observance of the instructions in the operating manual)
- Non-observance of the instructions in the operating manual
- Improper use of the device or improper maintenance and repair works during the guarantee period.
- Damage caused by SF<sub>6</sub> decomposition products and other contaminations as well as consequential damage
- Force majeure (fire, water, lightning, war etc.)
- Calibration
- Device not maintained with parts provided and/or authorised by DILO
- Damage due to device not operated by authorised and/or trained equipment operators
- Damage due to acts of God (including but not limited to weather events)

## §4. Report of guarantee issues

To assert a guarantee claim, the damage must be reported to the responsible DILO branch in writing within 5 working days from the date of the guarantee issue occur. The guarantee claim expires if the responsible DILO branch or the authorised DILO service centre has not been informed on the fault within 5 working days. Any late notification will no longer be accepted by a DILO branch or the authorised DILO service center as a guarantee claim.

DILO reserves the right to refuse or exclude a claim for any reasons including, but not limited to, the items outlined in section §3 of this document.



#### **§5. Obligations of the customer**

If on-site maintenance is necessary for troubleshooting, the customer must provide DILO with the corresponding documents for entry, troubleshooting etc. free of charge and promptly.

In case the required documents are not provided by the customer in due time, the guarantee extension of the corresponding product expires. If the entry visa is refused or could not be granted, the guarantee of the product will also expire.

If it is necessary to replace components for troubleshooting, old / damaged components or parts have to be returned to DILO at the customer's expense upon request. The return transport must be coordinated with the responsible DILO contact person at DILO. The customer is obligated to assist DILO in exporting and importing the goods, if necessary. All requested documents for the import to the registered country of DILO (Federal Republic of Germany, United States of America or Singapore) must be provided by the customer free of charge and in time.

If single components have to be replaced due to a guarantee case, this has no influence on the residual run-time of the guarantee. Furthermore, the guarantee period does not start anew.

If sensors become defective during the extended guarantee period, they will be replaced covering the relevant portion for the time remaining until calibration (i.e. 1/24 per month remaining).

#### **§6. Export fees and penalty**

Transport costs and any import / export fees (customs duties, taxes,...) are excluded from the guarantee extension and the customer has to pay the total amount.

DILO Armaturen und Anlagen GmbH, DILO Company, Inc., DILO Production Inc. dba DILO Direct will not bear any direct or indirect penalty or costs arising from a guarantee claim.

#### **§7. Obligations of the DILO authorised Service Centre**

DILO reserves the right to request proof of preventive maintenance work from the DILO authorizes service centres at any time.

The repair report from an authorised service centre is sufficient for this purpose.

Guarantee claims by the end customer which are within the guarantee period must be reported to DILO in written form within 5 working days.

#### **§8. General terms of condition**

With the registration of your device on the DILO website or via the registration form, you agree to the general terms and conditions of DILO Armaturen und Anlagen GmbH (global customer, expected customer from North America and Middle America) and of DILO Company, Inc (customer from North America and Middle America) to be found on the following links:

DILO Armaturen und Anlagen GmbH: <https://dilo.eu/en/gtc>

DILO Company, Inc., DILO Production Inc. dba

DILO Direct: <https://us.dilo.com/contact-us/terms-and-conditions>.

You also agree to these conditions for the extension of the guarantee. This agreement on the guarantee extension is to be considered as extension to the existing DILO general terms and conditions. All other general terms and conditions remain valid and are not limited by this document. The general terms and conditions as well as the guarantee agreement are effective exclusively. Deviating, conflicting or supplementary general terms and conditions or guarantee agreements of the contracting party shall only become part of the contract, if and to the extent that DILO has expressly agreed to their application. This requirement of consent shall apply in any case, for example, even if DILO, being aware of the general terms and conditions or guarantee agreements of the contracting party, makes or has made the delivery unreservedly.

For this guarantee extension agreement between DILO Armaturen und Anlagen GmbH and the contracting party the law of the Federal Republic of Germany shall apply, excluding the UN Convention on Contracts for the International Sale of Goods.



For this guarantee extension agreement between DILO Company, Inc., DILO Production Inc. dba DILO Direct and the contracting party the law of the United States of America shall apply, excluding the UN Convention on Contracts for the International Sale of Goods.

**§9. Restrictions**

DILO may limit guarantee service for hardware products to countries where DILO or authorised sales agent and authorised Service Centre sell the products. Also excluded are countries listed on the EU or US embargo list for our products. Also excluded are countries listed on the EU or US embargo list for our products. Depending on the responsible DILO Hub the granted service and the handling of the guarantee issue can be varied. The customer is not liable to report the guarantee extension to any DILO Hub, but this must be reported to the responsible DILO hub.

**§10. Final provisions**

Should individual provisions of this contract be ineffective or impracticable or become ineffective or impracticable after conclusion of the contract, this shall not affect the validity of the contract in other respects. Due to some country-specific regulations, the final and confirmed wording of the requirements will be attached to the extensions certificate supplied to you by the related DILO location.