



Warranty statements – Wash Racks & Dust Fighters

Included Products:

- Wash Racks
- Dust Fighters

NOTE: ALL START-UP INSPECTION SHALL BE PERFORMED BY AN AUTHORIZED SERVICE DEALER

The manufacturer will, at its discretion, repair or replace any part(s) that, upon examination, inspection, and testing by our service engineers or Authorized Service Dealer (ASD), or branch thereof, is found to be defective under normal use and service, in accordance with the warranty schedule set forth below. Repair or replacement pursuant to this limited warranty shall not renew or extend the original warranty period. Any repaired product shall be warranted for the remaining original warranty period only. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest ASD, or branch thereof. It is highly recommended that scheduled maintenance, as outlined by the owner's manual and any component documentation, be performed by ASD, or branch thereof. This will verify service has been performed on the unit throughout the warranty period.

Warranty Coverage: Warranty coverage starts from the date of shipment from our factory, Registration of the unit will restart the warranty period up to twelve months from date of shipment.

Product Group	Warranty Period from startup/commissioning date or delivery date to the end user	Warranty Period From factory / branch dispatch date.
Wash Rack	1 Year	2 Years
Dust Fighter	1 Year	2 Years

Guidelines:

- All warranty repairs must be performed and/or addressed by ASD, or branch thereof.
- Damage to any covered components or consequential damage caused by the use of a non-OEM part will not be covered by the warranty.
- The manufacturer may choose to repair, replace, or refund a piece of equipment.
- Verification of required maintenance may be required for warranty coverage.
- Enclosures are warranted against rust for the first year of ownership only. Damage caused after receipt of Machine is the responsibility of the owner and is not covered by this warranty. Nicks, scrapes, dents, or scratches to the painted enclosure should be repaired promptly by the owner.
- To be eligible for the warranty, proof of purchase clearly defining date of purchase must be provided.
- The manufacturer reserves the right to make final decisions regarding the approval of warranty claims.
- Each product must be subjected to regular maintenance according to the documentation supplied and only original spare parts must be used.
- Any component replaced under warranty becomes the property of the manufacturer.
- All replacement components substituted under the warranty will be considered as a part of the original product and, consequently, the warranty for such components will expire along with the original product.
- The warranty does not cover any other liability and/or obligation as regards additional expenses, as well as direct and/or indirect damage or losses due to both total and partial use and/or impossibility of use.

The Followings will NOT be covered by this warranty:

1. Costs of normal routine maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up).



2. Failures caused by any act of God or external cause such as, but not limited to, collision, fire, theft, freezing, vandalism, riot or wars, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado, hurricane, terrorist acts, or any other matters which are reasonably beyond the manufacturer's control.
 3. Products that are modified or altered in a manner not authorized by the manufacturer in writing.
 4. Failures due to, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, or improper installation or sizing.
 5. Any incidental, consequential or indirect damage caused by defects in materials or workmanship, or any delay in repair or replacement of the defective parts.
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6. Steel components that rust as a result of improper installation, location in a harsh or saltwater environment, or are scratched where the integrity of applied paint is compromised.
 7. Damage related to rodent and/or insect infestation.
 8. Overnight freight costs for replacement parts.
 9. Costs due to delays in repairs or replacement of defective parts or rental of equipment used during repairs.
 10. Rental equipment used while warranty repairs are being performed (i.e. rental cranes, etc.).
 11. The warranty does not cover sales tax or any incidental costs including, without limitation, shipping or associated transportation charges, travel to and from repair sites, damages related to the loss of use, lost rentals, rental expenses and damages to property or equipment.
 12. All expenses incurred investigating performance complaints unless defective materials and/or workmanship were the direct cause of the problem.
 13. Normal routine maintenance.

The manufacturer excludes all other warranty conditions, terms, representations and undertaking whether express or implied. manufacturer makes no other warranties as to the merchantability or fitness for a particular purpose. notwithstanding anything else, to the extent permitted by the applicable law, the total liability, in the aggregate, of manufacturer, its affiliates, and subcontractors, and their respective employees and agents shall be limited to the price paid by the purchaser for the specific product/service giving rise to the claim. under no circumstances shall manufacturer, its affiliates, or subcontractors, or their respective employees or agents be liable for any consequential, incidental, indirect, special, or punitive damages (whether for lost profits or revenue, work stoppage, downtime costs, lost business, or otherwise), even if advised of the possibility of such damages or if such damages are foreseeable.

This warranty may be modified only by the manufacturer in writing. This warranty does not exclude the warranties and conditions implied by statutory rights and obligations that by any applicable law cannot be excluded, restricted, or modified ("mandatory rights").

In cases of warranty claim, notification of the product failure or the functional impairment is to be made by submitting a warranty claim form that available online on <https://support.pramac.com/> , please ensure that you have provided the following information to quickly confirm that the product is within warranty period:

- a- Full description of the failure, provide some supportive photos.
- b- Failure date.
- c- Start-up / commissioning date, with provide copy for the commissioning report.
- d- Product model and serial number, with provide photo for the product data plate.
- e- Current running HRs Where its applicable, with provide photo for the hour meter if it's available.
- f- Operating environment.
- g- Maintenance History.