

KOBRA SHREDDERS – 2020 WARRANTY TERMS

Mainland UK only

KOBRA shredders are supplied with a **2 year warranty** on most machines and **10 year warranty** on the cutting blades* and **lifetime warranty** on the driving metal chain.

KOBRA high security models (HS) as well as the Kobra Cyclone, Kobra Compactor C500, Kobra 400WB Kobra 430 TS, Kobra SSD, Kobra HDD are supplied with a **1 year warranty** on both machine and cutting blades*.

KOBRA Guillotines and Trimmers including the blades are supplied with a **1 year warranty***

For the warranty to be validated on the Kobra Cyclone and Kobra Compactor C-500 we require the installation of the machines, operator training and any aftersales service to be undertaken by Elcoman's authorized UK service agent: SRS.

During the warranty period Elcoman will repair or replace any electric and electronic faults without additional charge. This includes parts, labour and transportation to/from our service center in the UK. Repairs may be carried out on-site or collected for a workshop repair. Our service center will aim to inspect the machine within 5 working days of receiving the completed and signed service request. Mechanical damages caused by drops, missing of lubrication, overloads, will not be covered by warranty.

*Elcoman will guarantee cutting blades for 10 years against cracks and fractures which may occur during regular operation of the machine. This excludes misuse and general wear.

****Warranty Exclusions:**

1. Any territories outside the United Kingdom
2. The product or any part thereof having been subjected to damage by paper jams, general wearing, misuse, abuse, carelessness, accidental damage, alteration, and electrical current fluctuations.
3. Clearing of paper jams.
4. The products recommended feed capacity has been exceeded.
5. Materials/substances having been passed through the shredder for which it was not designed.
6. The original model and serial number plate has been altered, defaced or removed.
7. When repairs have been performed by non-qualified Kobra trained engineers.
8. When there is evidence that the product has not been maintained in accordance with the product user manual.
9. Operating the shredder above the maximum capacity with continuous jamming will shorten the lifetime of the shredder and cause mechanical failure which will not be covered by the warranty. Kobra shredders are equipped with a readable diagnosis system which records operating hours, number of jams and machine use.

****All costs associated with repairs, including; parts, labour and call out charges or transportation to and from the service center, will be chargeable under any warranty exclusions.**