

KOBRA SHREDDERS – 2020 WARRANTY TERMS - October 2020

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 after sales 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 when applicable.

*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.

If a fault develops repairs may be carried out on-site by SRS and only for larger units, ie: Kobra 400 or 3-phase units, once a completed and signed service request has been received.

All Kobra units, including auto-feeders and up to the 300 range, will be subject to **customer return to base** where we require the head of the unit to be returned to SRS's address by the user. The full cost of the return will be at the user's expense. The head of the unit must be properly packaged, and any in-transit damage will be the responsibility of the user. Our service center will aim to inspect the machine within 5 working days of receiving the completed and signed service/request. A returns procedure document will need to be provided to the end-user and must be agreed and signed prior to the return.

We recommend that the original packaging of the unit is stored during the warranty period.

****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. Mechanical damages caused by drops, missing of lubrication or overloads and abuse causing driving gears damages.
4. Clearing of paper jams.
5. The products recommended feed capacity has been exceeded.
6. Materials/substances having been passed through the shredder for which it was not designed.
7. The original model and serial number plate has been altered, defaced or removed.
8. When repairs have been performed by non-qualified Kobra trained engineers.
9. When there is evidence that the product has not been maintained in accordance with the product user manual.
10. 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.
11. Cleaning of the electronic eyes.

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