



Warranty Terms & Conditions



Background & History

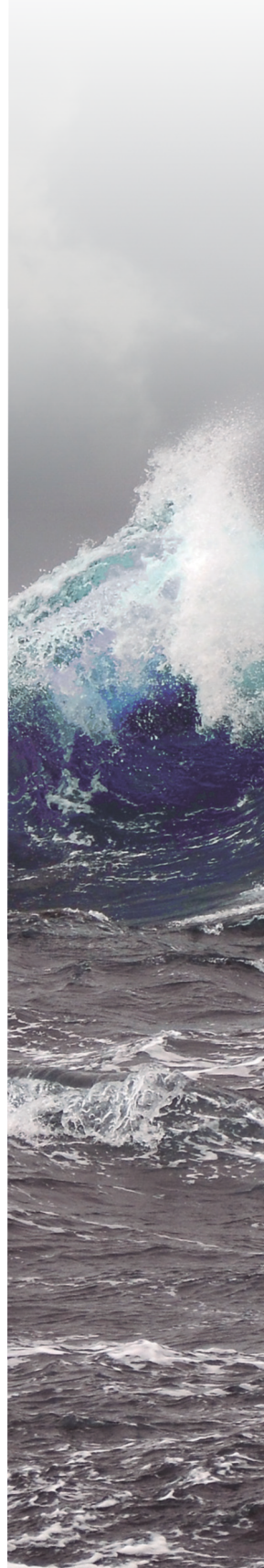
For over last five decades, we have consistently strived to make the world of laundry technology better in India with each passing year. It was the awareness on textile care & linen management, which always motivated us to present advance laundry solutions for the Indian community.

Mr. Deepak Arora, founder & managing director of Stefab had a vision towards 'Make in India' in the year 1975. The objective was simple yet fulfilling enough contributing a major share of value to the world of laundry in India.

In the 70s, commercial laundry machines were only imported from the western world as no company could produce these machines in India. Mr. Deepak Arora, an engineering scholar

had the vision & confidence to build a product which was at par with the world standards. His knack for engineering precision & ability to think ahead, gave birth to Stefab in the year 1975. The first manufacturing plant was established in Delhi with humble beginnings. The company then expanded to bigger premises & today the facilities are spread over 18,000 sq. mtrs.

From introducing the first front loading indigenous washing machine to fully automatic infection barrier washer extractors, bedsheet feeders, folders & stackers, it has been an overwhelming journey. Today, Stefab is known to be the mother of all laundry equipment companies in India.



Warranty Terms & Conditions

This policy document applies only to equipment manufactured by Stefab India Limited (the company) and is to be read in conjunction with the Stefab terms and conditions of sale. Any equipment supplied by Stefab India Limited not manufactured by Stefab shall conform to the original manufacturer's warranty terms and conditions. These terms and conditions are available on request. Works carried out under this warranty policy will be undertaken by the Company or its Authorised Service Partners only.

Interpretation

In this document the following terms shall have the following meanings:

'Company' means Stefab India Limited.

'End user' means the dealer/ associate who purchases the equipment from the Company or the customer who purchases the equipment from the dealer.

'Services' means the electric, gas, water, steam, air and drainage connections.

'Authorised Service Associates (ASAs)' means the associate/ service company appointed by Company to carry out service and warranty repairs on its behalf.

Warranty Period

All products are subject to the terms of this warranty policy, guaranteed against defective workmanship, faulty components (covered under manufacturing defect only) and materials for a period of between 0 to 12 months, subject to the equipment specification. The warranty period starts at date of tax invoice from the company unless written confirmation of a deferred start is requested by the end user within 8 weeks of dispatch of goods and confirmed in writing by the Company.

All variations to the warranty period must be approved in writing by the Company.

Warranty Registration

In order to validate the warranty of equipment manufactured by the Company the equipment must be commissioned and the installed address of the equipment notified to the Company. The Company offers a free of charge commissioning service to the end user on specific products. The products covered by this service are available from the Company on request. The end user can obtain a warranty certificate from the Company upon request.

Locations covered by this warranty

This warranty policy applies only to equipment that have been installed in India.

(Stefab International warranty T&C document is separate).

Installation of Equipment

All equipment must be installed by a competent engineer, technician or an Stefab authorised installer in accordance with requirements detailed within the equipment handbook and to current legislation. This warranty policy does not cover the installation of the equipment or defects caused by the installation. Any faults and costs incurred as a result of incorrect installation and requiring subsequent remedial works by the Company or its Approved Service Partners will be charged by the Company or its Approved Service Partners to the End users.

Site Access

Visits under the warranty policy will be made between 9.30 am and 5.00 pm ; Monday to Saturday. It is the responsibility of the End user or those responsible on site to ensure that the Company or its Authorised Service Partners can access the equipment to effect repairs within the timeframe given above. Abortive calls and/or additional time spent waiting on site will be charged by the Company or its Approved Service Partners to the End user.

Services

All services relating to the specific requirements of the equipment must be sited, uninterrupted, and allow for the services to be isolated to facilitate repairs on the equipment. The services must be in good working order and comply with all current legislation and requirements set out in the installation handbook.

All aspects of remedial works or subsequent site visits required as a result of incorrectly sited, installed, maintained or disconnected services, which result in equipment failure damage and/or damage to other equipment will be charged by the Company or its Approved Service Partners to the End user.

Maintenance

Routine maintenance or cleaning of the equipment is not covered under the terms of this warranty policy. The end users should refer to the equipment instruction manual for details of cleaning and maintenance schedules. All work carried out due to the lack of routine maintenance or cleaning, will be charged by the Company or its Approved Service Partners to the End user.

All works carried out as a result of incorrect maintenance or cleaning methods, including the use of non-genuine Stefab spare parts will be charged by the company to the end user. In the event of non-genuine Stefab spare parts being used to repair unit the Company will void any outstanding warranty period on the equipment.

In the event of damage from rodents etc to the electrical cabling / rubber parts, the Company shall not be responsible therefore the End user must do regular checks of the room & have precautions in place.

Exclusions

All aspects of works carried out as a result of the causes listed below which results in equipment failure, damage and/or damage to other equipment, will be charged by the Company or its Approved Service Partners to the End user:

I. Gas

Equipment supplied suitable for connection to Natural Gas/ LPG unless stated on original order acceptance. The type of gas utility is also based on the model of the equipment. There are primarily two variants of gas heated machines in the Stefab portfolio. All costs to convert units to other types of gas are not covered under this warranty policy unless stated on original End user purchase order or Company order acceptance. All installations must conform to current gas regulations. Gas supplies must be suitable to carry the amount of gas required by the equipment, details of which can be found within the equipment handbook.

II. Electric

All products are supplied with the correct India voltage and phasing and must be connected to the correct supplies by a qualified and competent electrician complying with the electricity board of the state and other relevant regulations and accordance with instructions in the user manual.

III. Water

Water supplies with higher TDS/ PPM will result in lime scale and mineral build up and affect the performance and longevity of the equipment. All aspects of works carried out due to failure to install or ensure the correct operation of, the requisite water treatment equipment, which results in equipment failure or malfunction, damage and/or damage to equipment will be chargeable by the Company or its Approved Service Partners to the End user.

IV. Detergents & Rinse aid chemicals & dosing equipment

Detergents and rinse aid products used in our washing equipment must be of a commercial type. All aspects of remedial works or subsequent site visits arising from the incorrect connection of detergents/rinse aid dosing units and feed tubes to the equipment are not covered by the warranty and will be charged by the Company or its Approved Service Partners to the End user. The warranty does not also cover the alteration of detergent pump setting after commissioning of equipment. Any remedial works or subsequent site visits required as a result of chemical dosing issues caused by third party chemical and dosing equipment installed by others are not covered by the warranty policy and will be charged by the Company or its Authorised Service Partners to the End user. This includes the crystallisation of chemicals in feed tubes, split or damaged third party chemical feed tubing and corrosion to equipment components.

V. Drainage

Product failures or visits caused by blocked drains or related drainage issues are not covered under the warranty policy. Drainage pipework provided for the installation must conform to the local water authority regulations and the requirements of the equipment installation instructions.

VI. Steam

Live steam supplies must be at a constant pressure and fully softened and installed to relevant boiler standards.

General

- All gas and water hoses, external pipework, gas valves, drains, standpipes, tundishes, mains cabling/ panels, isolators and fuse boards are not covered by the warranty policy.
- All water to be used within valves/ pipes of equipment must be filled with demineralised water. Any remedial works or subsequent site visits arising from not using demineralised water are not covered by the warranty policy and will be charged by Company or its Authorised Service Partners to the End user.
- Discolouration of components due to heat is not covered by warranty policy.
- The following parts are classified as consumables and are not covered under the warranty policy:
 - a. All parts made wholly or partly of glass, plastic rubberised materials such as door glasses or door seals/ gaskets.
 - b. Electric heaters if damaged by scaling.
 - c. Fuses and bulbs.
 - d. V belts, ironer belts, spring/ polyester padding, conveyor & guide belts.
 - e. Paints & polish.
 - f. Drain valve if damaged by site conditions.
 - g. Steam finishing accessories such as cloth, foam, Teflon shoe, iron switches etc.
 - h. Air & steam hose pipes.
 - i. All electric components if damaged by voltage fluctuations.

Improper Use

The warranty does not cover equipment failure or malfunction caused by operator misuse whether wilful or accidental. This includes enamel coated components which, if impacted sufficiently will crack or chip.

Clear instructions are provided with every product via user manual. It is the end user's responsibility to ensure those using the equipment are adequately trained with regard to its correct operation and cleaning of the equipment.

Cleaning and Maintenance

It is the responsibility of the end user to clean the unit as recommended within the user instructions supplied with the equipment.

The following items are not covered by the warranty policy and all the tasks listed below fall outside of this policy and are chargeable.

- Cleaning of burner & accessories.
- Lubrication of moving parts.
- Correction of gas & steam pressures to equipment.
- Renewing of electric cable ends.
- Replacement of MCBs.
- Corrosion caused by the use of chemicals/ detergents.
- Cleaning/regeneration/replacement of filters, seals.
- Adjustment of door switches.
- De-scaling of equipment due to poor water quality.
- Adjustments and alterations to detergent dosing systems.

Law

This warranty period is governed by the laws of India & the parties shall submit to the exclusive jurisdiction of the applicable courts. Machines cited for repair under warranty found to have been abused or not used in accordance with the Company's instructions will not be covered under warranty. This also applies to machines that have not been properly maintained, cleaned or de-scaled where necessary.

Charges and payments

In consideration of the provision of the services by the Company, the End user shall pay such charges payable in accordance with the company's standard rates, as amended from time to time. The Company or its Authorised Service Partners shall invoice the End user prior to the start of repairs.

Force Majeure

The Company reserves the right to withhold warranty provisions for equipment not paid for in full. The Company reserves the right to defer the date of performance under this warranty policy or to cancel the warranty policy if it is prevented from or delayed in the carrying on of its business due to circumstances beyond the control of the Company, including without limitation, acts of god, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate carriers or inability or delay in obtaining supplies of adequate or suitable materials.

Liability

The Company shall not be liable to the End user for loss of profit, loss of business, or depletion of goodwill in each case whether direct, indirect or consequential, or any claim for consequential compensation whatsoever (however caused) which arise out of or in connection with warranty policy.

General Assignment

The warranty policy is capable of assignment in the event the end user sells the equipment which has the benefit of this warranty policy within the warranty period.

Should one have further questions, please feel free to reach us at corp@stefab.com ; service@stefab.com

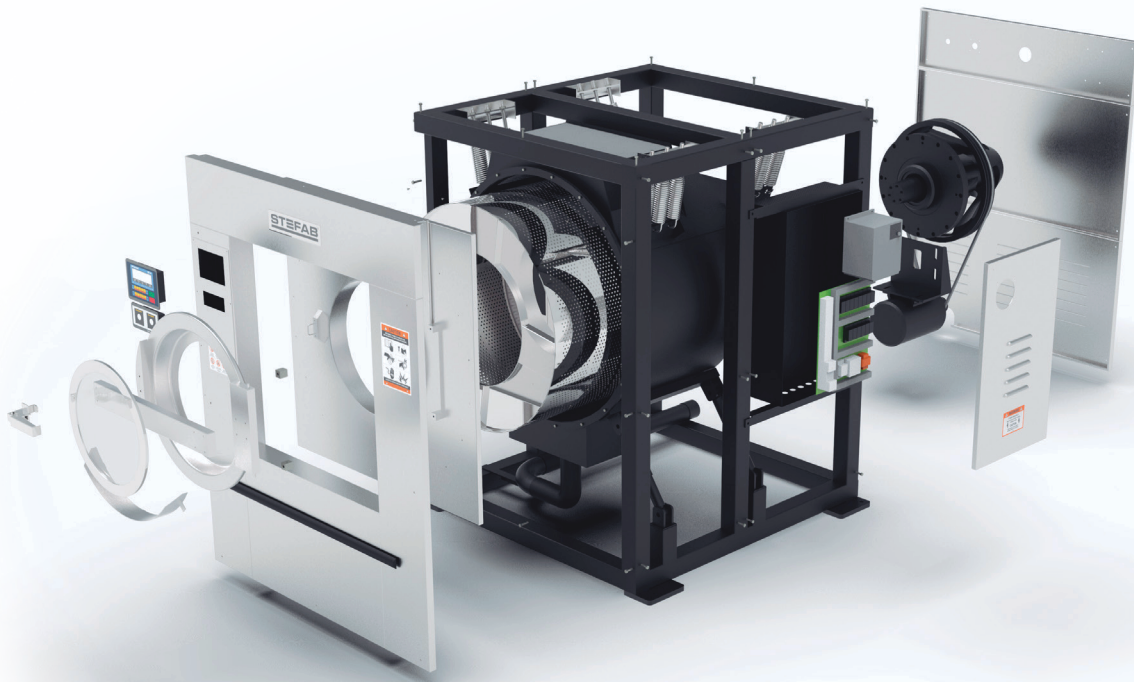
Genuine Parts

Original

Spare parts are available locally as well & may cost less initially, but they are not engineered specifically for Stefab machines. Often they need to be replaced and can damage other parts and affect the performance of our machines. One has to be careful, and it is always best to install authentic parts.

Quality

Every component in the machine has the highest level of R&D & technical expertise behind it. The quality of genuine parts cannot be compared to the parts available locally. Stefab has been producing laundry machines for over 50 years.



Excellent Service Capabilities

Our machines are built to last and they are backed up by industry's best service & warranty policies.

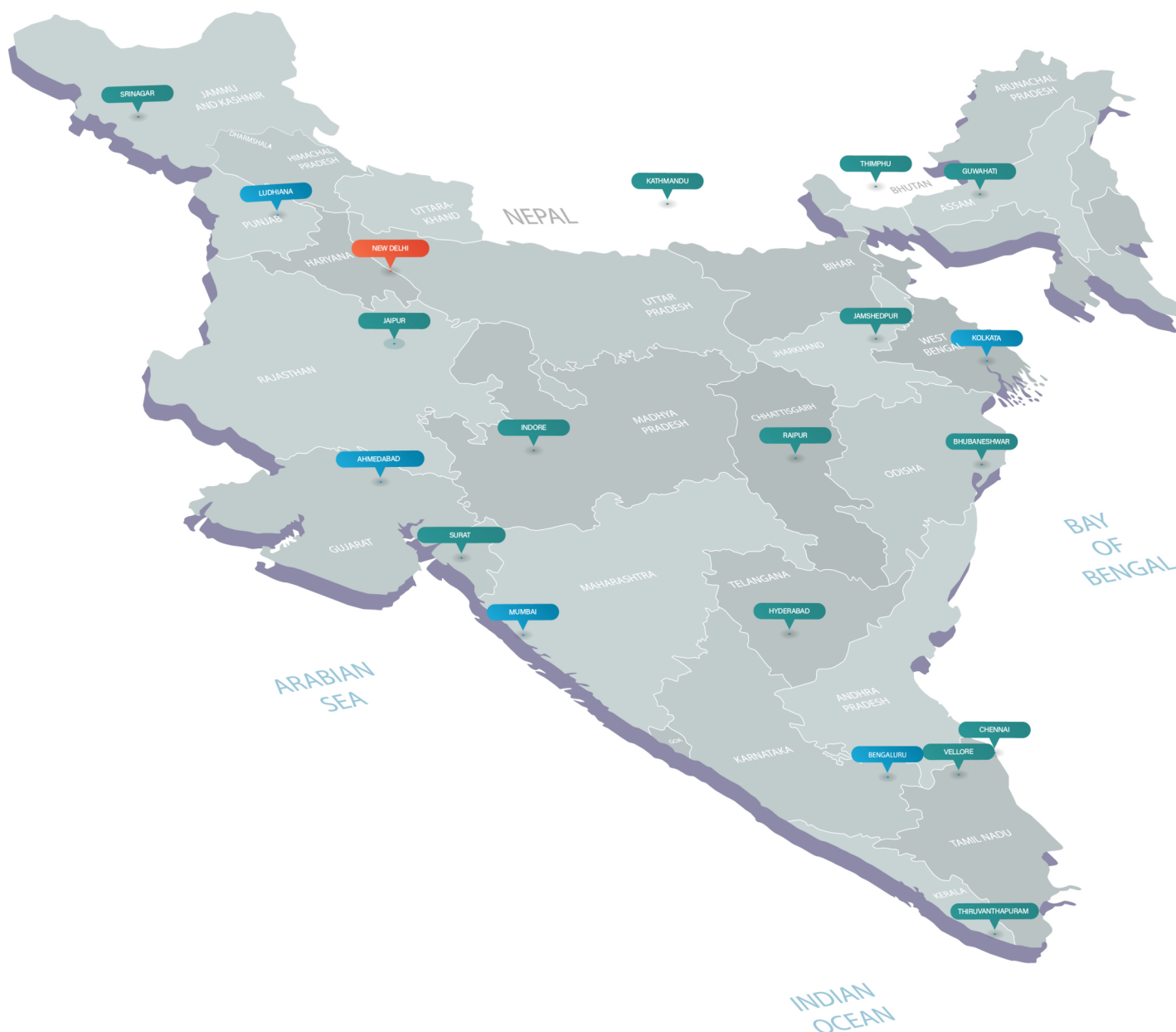
Service is one of the most important factors while you choose your laundry equipment partner. With Stefab one can be totally sure of the same. Our Service is backed by our engineers and associates spread nationwide and abroad. We understand breakdowns and it has always been our first priority to address complaints providing quick service and genuine parts to our customers.

We stand behind every machine we produce with comprehensive warranty on all machines, which is by far a better value than what is offered by the competing companies. Stefab comprehensive warranty plan proves the strength of our machines. Our commitment to producing advanced and reliable machines is braced by our warranty policy.

Should you require more information on Service & Warranty, please contact us on service@stefab.com



Our Presence



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