

# FAN General Guarantee Terms (GGT)

for USA, Canada and Mexico

## A. Registration of the product / guarantee card

The eligibility for a guarantee is exclusively contingent on registration of the FAN product under the following conditions.

1. The registration of your FAN product (serial number) and the associated activation of the guarantee eligibility must take place electronically at <http://www.fan-separator.de/registration>
2. All required fields are marked with (\*) and must be completely and properly filled in. If the data provided in the electronic registration process is incorrect or intentionally false, FAN reserves the right to reject guarantee claims.
3. The electronic registration must be completed by the day of shipping or at the time of commissioning. A late registration will result in the rejection of guarantee claims.

If you have any questions regarding the electronic registration, please contact our support team at [service@fan-separator.de](mailto:service@fan-separator.de).

## B. Guarantee period and guarantee claims

In accordance with the international guidelines, FAN offers end users a guarantee period of a maximum of 12 months from delivery date. The guarantee period ends in all cases no later than 24 months after shipping of the product by FAN, insofar as the product was properly stored at the dealer and the conditions for storage (in accordance with the operating manual in the case of power units) were complied with.

Guarantee claims shall be accepted only for defects attributable to flaws in the design, material or manufacturing. The guarantee period is not extended by the acceptance of guarantee claims.

Damages arising from the following circumstances are not covered:

- Normal operational wear
- Repair attempts by the customer
- Improper use and/or operation
- Failure to comply with the operating instructions
- Lack of maintenance or improper maintenance
- Operation under special operating and environmental conditions that do not correspond to typical use
- Use of non-original replacement parts and wearing parts as well as operating media

## C. Claim application

If a guarantee claim arises within the guarantee period according to our guarantee terms, a claim application must be submitted within a **period of 28 days** after occurrence of the loss under the following conditions:

1. The claim application must be submitted electronically at <https://www.fan-separator.de/de/kundenbereich/garantie> (only possible with customer login).
2. All required fields are marked with (\*) and must be completely and properly filled in. If the data provided in the electronic claim application is incomplete, incorrect or intentionally false, FAN reserves the right to reject guarantee claims.
3. The claim must be described thoroughly (loss report) and documented with photographic evidence, if possible.
4. The electronic claim application must be submitted within the period of 28 days from the occurrence of the loss. A late application will automatically result in the rejection of guarantee claims.
5. Responses to inquiries regarding your claim applications must be received by FAN within 21 days of the request for information. If the response is not received, the claim application will be automatically rejected.
6. Upon submission of the claim application, you will receive from us a registration number (RN), which must be specified in all correspondence and requests for replacement parts.

In order to retain your guarantee eligibility, the approval of FAN must always be obtained via [service@fan-separator.de](mailto:service@fan-separator.de) before removal or disassembly of products or components such as **electric motors, gearboxes, pumps**, etc.

## D. Processing & compensation

1. After submission of your claim application, we will process the application within one month. In the event of a positive decision, your expenses will be compensated appropriately according to our guidelines.
2. Replacement parts needed for repairs will be supplied by FAN in the form of material deliveries. No monetary credit will be issued for parts. Without exception, all parts are shipped in expectation of payment with an extended payment period or upon prepayment. After inspection of the damaged parts and corresponding evaluation by FAN, a credit will be issued.
3. Demands for reimbursement of work performed must be precisely documented and broken down on an hourly basis (date, name of technician, activity, hours of work). FAN reserves the right to reject demands for working time compensation based on its own labor assessment and to provide appropriate compensation in modified form.

4. In the case of travel costs (flat rate per km) only the shortest route will be reimbursed. The travel time of the technician is already included within the flat rate compensation per km.
5. All demands arising from a loss instance must be submitted within a period of 90 days from the occurrence of the loss with specification of the registration number (RN).
6. The evaluation of loss instances or the decision to accept guarantee claim applications will be made by FAN at its own discretion in consideration of all factors relevant to the decision.

## E. Faulty parts & returns

1. Faulty or replaced parts/components must be retained until the decision concerning acceptance of a guarantee claim.
2. FAN reserves the right to request the return of suspected faulty parts/components at the customer's or dealer's expense. If this is necessary, the part in question must be received by FAN no later than 30 days (Central and Western Europe) or 60 days (all other countries) after the return request. If the part is not received by FAN within this period, the claim application will be automatically rejected. A total or partial compensation of return costs will be granted upon acceptance of the guarantee claim by FAN.
3. Returns under guarantee must be approved in writing by FAN – approvals can be obtained from [service@fan-separator.de](mailto:service@fan-separator.de) with specification of your registration number (RN).

Approved returns must be sent to the address listed below **with specification of the registration number (RN) on the parts and on the package**. Also include a delivery note in the package with the article numbers of the returned parts.

**Warning:** Unlabeled or unapproved returns will be permanently disposed of 3 months after receipt.

Send your approved return to:

**Röhren- und Pumpenwerk Bauer GmbH**  
**Kowaldstraße 2**  
**A-8570 Voitsberg/Austria**

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