

Huxley Bertram Standard Warranty Policy

The standard warranty on a Huxley Bertram machine is outlined in this policy.

Parts Manufactured by Huxley Bertram:

All parts manufactured by Huxley Bertram and subcontractors of Huxley Bertram carry a twelve months warranty from the dispatch date of a machine from Huxley Bertram^{#1}.

It is expected that the client will have the resources and ability to exchange many of the parts of the machine and return to Huxley Bertram for warranty repair should this prove necessary. It is expected that the client will purchase sufficient spares to maintain the equipment in service during the repair / replacement period.

Failure of components that is attributable to misuse of the equipment or a failure to comply with the information given in the equipment documentation will invalidate the warranty.

Proprietary Parts:

Proprietary parts are covered by the part manufacturers own warranty only, and support will be available from Huxley Bertram to assist in the exchange process^{#2, #3}.

Wearing Parts:

Wearing parts are excluded from warranty.

Huxley Bertram Compaction Simulators:

Huxley Bertram Compaction Simulators, machine number prefix HB1088, carry a twelve

months warranty from dispatch, including proprietary parts, but excluding wearing parts

Machine Modifications:

Unless otherwise agreed in writing, the warranty duration for modification work such as machine modifications, software and control system changes, only applies to the modification work and not the rest of the machine.

The duration of such warranty is with effect from the date of the changes and is limited to twelve months for parts manufactured by Huxley Bertram, and to ninety days for software, and any other parts or changes. Wearing parts are excluded from warranty.

Recommended Parts List and Support:

A recommended spare parts list is included in the documentation. It is expected that the client will have the resource / knowledge to replace most of the items on this list. Special instructions are included in the documentation where appropriate.

Telephone support, and if applicable, remote access support, will normally be available between the hours of 09:00 to 17:00 (GMT / BST, London) on normal Huxley Bertram working days (e.g. all days except Saturdays, Sundays, English Bank Holidays and Christmas / New Year shutdown) to assist in this process. In addition, for a small annual fee, Huxley

Bertram Premium Support is also available – more details available on request.

Chargeable Items:

In the event of a problem that cannot reasonably be resolved by the client, Huxley Bertram will endeavour to provide on-site support promptly. Historically, Huxley Bertram has a good record of machine reliability, and such on-site support is rarely required. In the event that problems have arisen due to misuse of the equipment, or a failure to comply with the information given in the equipment documentation, or that the problem ought to have been easily resolved by the client, this support may be chargeable.

Equipment Outside the UK:

Warranty callouts outside the UK are subject to travelling expenses (Cost + 5%).

Non-standard Huxley Bertram Warranty:

Any requirement for a non-standard Huxley Bertram warranty is treated on a case by case and by formal agreement in advance when a purchase order is placed by the client.

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Notes:

1. For warranty duration of modifications, refer to 'Machine Modifications'.

2. Proprietary Parts:

Normally the proprietary part manufacturer will request for the faulty item to be returned for assessment before agreeing to repair or replace the item under warranty.

In this situation, Huxley Bertram will request the faulty part be returned to Huxley Bertram and or the part manufacturer, and Huxley Bertram will use its Returns Good Register to record this transaction and advise of the appropriate reference details for the return. Any return to supplier costs are not covered by the warranty.

Once the faulty part is returned and assessed there are three possible outcomes:

- a. the part has been in service for longer than the warranty period, so is not covered under warranty; in this case, assessment, repair or replacement will be chargeable by Huxley Bertram to the client.
- b. the part is still under warranty but the fault is caused by improper use or damage by the client; in this case, assessment, repair or replacement will be chargeable by Huxley Bertram to the client
- c. the part is still under warranty and the fault is associated with component failure; in this case the assessment, repair or replacement will be free of charge from Huxley Bertram.

In cases where the client needs to expedite a new part before any assessment, then, on receipt of an order from the client for a new part, Huxley Bertram will arrange for a new part to be provided as soon as possible and continue with the faulty part assessment.

Again, when the faulty part is returned and assessed there are three possible outcomes:

- a. the part has been in service for longer than the warranty period, so is not covered under warranty; in this case, any assessment, repair or replacement, if still required, will be chargeable by Huxley Bertram to the client.
- b. the part is still under warranty but the fault is caused by improper use or damage by the client; again in this case, any assessment, repair or replacement, if still required, will be chargeable by Huxley Bertram to the client
- c. the part is still under warranty and the fault is associated with component failure; in this case the assessment, repair or replacement will be free of charge and the item will be returned to the client to keep as a spare component.

3. Proprietary Parts warranty on HB Compaction Simulators, prefix HB1088, is 12 months from dispatch