

1. Warranty issuer and item

- i. Metecno Oy grants a 2-year full warranty for the MeteCNC® and MeteMAN® products it designs, manufactures and installs.
- ii. The full warranty covers all defects in the design, manufacture, material and installation of the machine.

2. Warranty period

- i. The warranty is valid for 24 months from the date of delivery of the product. The later date of commissioning the machine does not extend the warranty period.
- ii. Subsequent modifications or additions to the product will not extend the product warranty.

3. Warranty exclusions

The warranty does not cover:

- i. an error due to the buyer modifying the installation made by Metecno Oy or adding own installations without consulting with Metecno Oy
- ii. an error due to a change or incorrect repair made by the buyer to the product itself
- iii. fault due to use contrary to the operating instructions or negligent handling of the machine
- iv. faults resulting from exposing the machine to incorrect operating conditions
- v. failure due to other incorrect or negligent use of the machine
- vi. failure due to non-observance of the maintenance instructions
- vii. transport or similar damage
- viii. depreciation of the product due to aging and wear
- ix. worn-out components that have reached the end of their life cycle
- x. fault due to external disturbances, such as power supply errors
- xi. any direct or indirect damage to the product caused to the customer or a third party by a defect in the product
- xii. cosmetic defects not reported at the time of the acceptance inspection
- xiii. non-machine-related measures, such as disassembling the machine for warranty repair, in order to perform warranty service.

4. Warranty claim and service procedure

- i. If a defect occurs, the customer must contact the manufacturer immediately, but no later than within 14 days, to rectify the defect. The customer is also obliged to limit the amount of damage caused by stopping the machine.

- ii. Metecno Oy will correct the defect under warranty in cooperation with the customer by delivering a new or equivalent part and repairing the machine to a condition corresponding to its service life. Metecno Oy reserves the right to determine whether the damaged part should be replaced or repaired to its original condition.
- iii. Repairing a defect under warranty does not extend the warranty period from the original.
- iv. Metecno Oy reserves the right to invoice the customer if it is found during installation that the machine's installation has been modified or the machine has been used in violation of the warranty conditions.
- v. In accordance with the delivery terms, the machine will be repaired either on site or the customer will deliver the machine to Metecno Oy's premises for repair at its own expense.

5. General

- i. The validity of the warranty requires that the buyer has paid the invoice in full without delaying payments.
- ii. If the warranty conditions presented here are in conflict with the general delivery conditions, these warranty conditions shall prevail in the event of a reclamation.

Metecno Oy

www.metecno.fi