



Príbovce 343, 038 42 Príbovce, Slovakia  
Tel.: +421 / 43 / 4294466, 4294916  
Fax: +421 / 43 / 4294026  
E-mail: [tts@tts-martin.sk](mailto:tts@tts-martin.sk)  
<http://www.tts-martin.sk>  
Register of companies:  
District Court Žilina  
insert nr. 12453/L  
section SRO

### Warranty conditions

- Unless otherwise specified in particular Contract, or Contract of Work or indicated in relevant Order confirmation, the producer provides to the buyer the warranty period for any defects in material and workmanship on the product according to the TTS Martin, s.r.o. general terms of purchase in the period of **12** months from the date of sale, or date of putting the product into operation to the first user, but maximum of **18** months from the date of expedition from producer's warehouse, or within the first **2000** running hours, except the stand-by generating sets (note: stand-by generating sets, which operates by mains supply failure and doesn't work more than 500 running hours per year), which has a warranty period with duration of **24** months from the date of sale, or date of putting the product into operation to the first user, but maximum of **27** months from the date of expedition from producer's warehouse. In both events the warranty period ends when the first of its indicated terms occurs first.
- It is the responsibility of the buyer to send a writing report about discovered hidden material defects, or defects for which the producer is responsible from his warranty in form of buyer's reclamation report.
- Producer should reflect to the reclamation within 7 days after receiving, or in case of necessity in the same time ensures the inspection of the product at end user.
- When the reclamation will be appreciated as accepted, the producer will decide about term to repair or to replace the defective parts in same reflection.
- During the warranty period the service centre of producer directly, or by an authorized service centre repair, or replace defective part free of charge, but only if the reclamation is appreciated as accepted, if the product is installed in territory of Slovak republic and it is firmly inbuilt and non-portable. In the event when the product is portable, the buyer is responsible to forward the defective product to the official address of the producer and the buyer bears any expenses concerning transportage of this product.
- All the eventual expenses relating the transport, travel, board and labour for inspection, repair or replace the defective part out of territory of Slovak republic shall be compensated by the buyer.
- All the components or parts replaced or repaired under warranty will receive the remaining warranty of the original parts and components of the product.
- The warranty period is prolonged with the time, during which the product under the warranty could not be used.
- Any kind of liability for other buyer's expenses, losses direct or indirect resulting from the use of the product, or its partial, or absolute malfunction is excluded.
- **The warranty claim won't be appreciated in case of:**
- incorrect installation of the product has been made and therefore it doesn't meet prescribed technical parameters of the producer, so that the properly operation conditions has been disturbed,
- the product has been installed by unqualified personnels without initial training from the producer, or by un-recommended personnels,
- the recommendations according to the „Operation and maintenance manual“ , „Maintenance instructions“ and „Operating order“ weren't kept,
- any kind of seal on the product placed in production has been damaged, or replaced by other person except the producer, or producer's authorised service centre,
- the product has been took apart, repaired, or modified with other than service centre of producer, or producer's authorised service centre,
- the non-original spare parts has been used by service and repair works,
- the regular recommended maintenance has been made by other than service centre of producer, or producer's authorised service centre,
- individual fuel system parts has been damaged by using of unlicensed fuel type, or fuel of bad quality,
- the failure of electric system has happend because of connection of an electric components, which exceeds the allowable power loading of the product,
- the product has been damaged during the transportation, transshipment or unloading,
- the Force Majeure has caused the damages on the product (calamity).