

1. We provide a warranty from the date of acceptance (date of acceptance protocol) of the machine, calculated for the duration specified in the contract/order. Both domestically and internationally, warranty service is provided by the manufacturer or its authorized service centers. In the event of a delay in acceptance not caused by H+S, the warranty period begins on the date of delivery to the customer.
2. A warranty claim is valid only for defects demonstrably caused by manufacturing or material flaws. During the warranty period, the affected parts will be replaced or repaired free of charge at our discretion. Further claims are excluded. Replaced parts become our property.
3. The repair or replacement of individual parts does not extend the originally agreed warranty period for the machine. For third-party products, our liability is limited to the assignment of any warranty claims we may have against the supplier of those third-party products.
4. If repairs or modifications are carried out by persons not authorized in writing, the warranty is void. The burden of proof to the contrary lies with the buyer.
5. Damage caused by connecting or using the machine in deviation from our operating and maintenance instructions is not covered by the warranty.
6. The warranty is void if the manufacturer's prescribed maintenance schedule is not followed (every 2000 hours – to be carried out by H+S customer service or a subcontractor commissioned by H+S).
7. Damage to the software system caused by improper user intervention in the machine's operating system, or inadequate protection thereof (e.g., against viruses, faulty system updates), is not covered by the warranty.
8. The warranty does not cover the following cases in particular:
  - a) Damage or defects caused by force majeure (lightning, storm, water) or other external influences.
  - b) Damage caused by improper handling or other defects not attributable to manufacturing or material defects (e.g., processing materials not intended for processing on the machine or improper machine settings such as parameter tables, cutting values, etc.).
  - c) pronounced wear damage due to above-average stress, natural wear and tear and premature consumption of valves, seals, hoses, filters and other parts which are subject to this fact due to their nature and type of use.
  - d) Wear and tear on mechanical components due to insufficient cleaning/lubrication
  - e) Damage to the power cable and plug.
9. Wear parts are excluded from the warranty. These include, for example: nozzles, protective glass, nozzle ceramics, protective glass cassette seals, ceramic nuts, mechanical damage to the capacitive sensor, bellows, bearings, and other parts that are subject to wear under normal use.
  - a) A warranty of 2000 hours is granted for the following components of the laser cutting head: protective glass, collimator lens, focusing lens, with the exception of the lower protective glass of the focusing lens, which is part of the lens assembly and therefore a wear part.
  - b) The use of non-original spare parts not supplied or obtained by H+S will result in the loss of warranty.
10. Warranty claims will only be accepted if the delivery was made directly to the country of use.
11. If a warranty claim is made, the purchase date must be proven by a copy of the invoice showing the type of machine, machine number and purchase date.
12. Any problem reports, spare parts orders or customer service requests concerning the machine must be submitted immediately in writing via email to customer service [service@hs-maschinenteknik.de](mailto:service@hs-maschinenteknik.de) or via fax to +49 (0) 36204710011.
13. Consequential damages resulting from late notification of the defect are excluded from the warranty.
14. Furthermore, our terms of service and general terms and conditions apply.