



WARRANTY INFORMATION

Novakon Systems Ltd warrants its machines for a period of one (1) year from the date of invoice. If within one (1) year from the date of purchase a Novakon CNC machine fails due to a defect in material or workmanship, then Novakon will, at its discretion, repair and/or replace the components with a new manufactured part(s) free of charge. This warranty does not cover labor repairing or replacing parts. Customers have 14 days from date of delivery to check machine functionality and report any damages. Novakon Systems Ltd will pay for return freight of damaged or defective part(s) from carrier mishandling. Claims must be made within this time frame or the customer will be responsible for return freight.

This warranty does not apply to defects due directly or indirectly to misuse, abuse, negligence, accidents, repairs or lack of routine maintenance or an act of God. This warranty is also void if the serial number of the machine has been removed (where applicable), altered or modified.

An investigation will be made by Novakon Systems Ltd to determine whether the warranty applies. To qualify, listed below are some of the causes of machine failure that this warranty does not cover.

- Normal Wear – All mechanical devices need periodic parts service and replacement. This warranty will not cover repair when normal use has exhausted the life of a part(s) or component(s).
- Improper Maintenance – The life of the machine and control system depends upon the conditions under which it operates and the care it receives. Applications of this machine may be in dusty and dirty environments, which can cause what appears to be premature wear. Such wear when caused by dirt, dust, cleaning grit or any abrasive material is not covered under warranty.
- Problems caused by part(s) that are not original Novakon CNC machine parts.
- Machine installations – Improper installation of the machine or control system can prevent starting, causes unsatisfactory machine performance and can shorten machine life.

- Part(s) which are broken due to operation with insufficient or contaminated lubricating oil, or incorrect grade of lubricating oil.
- Repair or adjustment of associated part or assemblies, which are not manufactured by Novakon including control systems, installed on Novakon CNC machines.
- Parts damaged by excessive speed, or overheating. Refer to the instruction manual for the recommended working environment and maintenance schedules.
- Parts broken by excessive vibration caused by improper mounting of the machine or tools, installation, unbalanced set-up, improper attachment of work pieces or other abuse in operation.
- Part(s) which are determined to have failed due to improper use of excessive wear caused by continuous use in a production environment. In cases such as this, Novakon will inspect the machine or part and will be the sole judge of the merit of the claim.
- Mishandling, improper operation or using the tool or control system for operations other than what they were intended for.
- Warranty will be voided if modification to the original equipment has been made.

Transportation charges of part(s) submitted for repair and/or replacement under this warranty are the responsibility of the purchaser. Before returning the machine or component, a Return Merchandise Authorization (RMA) number must be assigned in order for Novakon Systems to accept the return shipment(s).

Transportation charges for part(s)/machine submitted for repair and/or replacement under this warranty will be the customer's responsibility. If the part or machine returned is found to be functional, an inspection fee and the return freight charges will be charged to customer. (A \$50.00 US hourly fee will be applicable for such an inspection at minimum.)

If the part(s) are determined to be non functional upon in-house inspection, Novakon Systems will repair and/or replace the part(s)/machine and pay for the return freight and insurance to customer.

No warranty registration is required. Please provide your invoice as proof of purchase. In the event that the invoice is not provided, the date at the time of warranty will be determined by the purchase date and will be used to determine the warranty period.