

RULES OF SERVICE MAINTANENCE OF PATON™ WELDING EQUIPMENT IN SERVICE CENTER OF THE PILOT PALNT PLANT

Performer by any warranty of the Pilot Paton Plant at current time is Service Center PATON™ only.

Period of main guarantee is:

- for welding inverters ECO и PRO series– 5 years (excluding the model MINI – 3 years; PRO-315 – 3 years; ECO-315 – 3 years);
- or semiautomatic welding machines – 5 years (exclusions – wire supply blocks – 3 years, ProMIG-315 – 3 years);
- for air plasma cutting devices of the Standard series– 1 year;
- for argon arc inverters – 5 years (exclusion – ProTIG-200 AC/DC, production after 2018 – 2 years);
- for multifunctional digital inverters – 3 years;
- for autonomic cooling blocks – 1 year;
- for equipment of classic type – 1 year.

Beginning of calculation of the basic warranty period is the day of sale of the inverter equipment to the final buyer.

During sale of PATON™ equipment the employee of the Pilot Paton Plant or representative of authorize agent of business partner shall to make on relevant page of passport of apparatus the mark that include:

- date of sale;
- name of organization or self-employed person that sales the apparatus;
- signature of competent person from sales organization which includes full name, patronymic and family name (necessarily);
- wet stamp of sales organization (necessarily) above the date of sale.

During main guarantee period the Manufacturer shall obligate to provide free of charge to owner of inverter equipment PATON™:

- provide the delivery (during 1 year from the beginning of guarantee period) in Service Centre and return to the Buyer;
- make the diagnostic and identify the failure cause
- provide by necessary assemblies and elements for repair work;
- carry out work on the replacement of failed elements and assemblies;
- perform the testing of repaired equipment.

Please note! If due to diagnostic of guarantee apparatus the real or potentially-enable defect was not detected the whole transferring of courier service shall be paid by the Buyer. Also, Buyer shall pay the work of diagnostic and determination of failure cause to service centre. Price of work is ranged from 100 to 300 UAH. Apparatus shall be return to Buyer after paying of indicated sum.

Conditions where main guarantee does not acts or has some limitation

Main warranties do not cover the equipment:

- with mechanical damage affected on efficiency of apparatus (deformations of body and elements due to falling from height or falling of heavy things on equipment, falling out of buttons and connectors);
- with signs of corrosion, which caused the malfunction;
- fallen out equipment due to effect on power and electric elements by a lot of water;
- fallen on equipment due to accumulation of current-conducting dust (powder coal, metal chip etc) inside the equipment;
- in case of attempt of independent repair of assemblies and/or replacement of electronic elements;
- in case of opening the case in the presence of stamps. If there is no stamp on the equipment it is recommended half-yearly to perform cleaning of inner elements and assemblies by compressed air with laid up protection housing to avoid full failure of apparatus. Cleaning shall be performed carefully, kept the hose pipe of compressor on enough distance from apparatus to avoid damage of bending of electronic components and mechanical parts.

The warranty does not apply to:

- stinger, terminal "ground", torches, bayonet male plugs, welding cables, hoses;
- carry handle, shoulder strap, case;
- control connectors;
- control knobs of welding parameters.

Pretensions about breakdown of next elements of equipment (affected by physical contact) are taken into within the week by the Service Centre:

- start and stop buttons;
- mains cable and male connector of mains cable;
- cooling fan.

The Pilot Paton Plant reserves the right to deny in provision of guarantee repair or install as a date of beginning of execution guarantee repair the month and year of apparatus issue (this date shall be determined by serial number) in next cases:

- in the event of loss of equipment Certificate;
- in the absence of correct or any filling Certificate by salesman during sale of apparatus;
- if inverter apparatus was sold later than 2 years from the moment of production (for these devices the guarantee period are reduced by out-of-service time).

Attention! If there is absent of serial number on apparatus the Manufacturer reserves the right to deny by warranty service.

Performing the non-warranty repair

If PATON™ Service Centre was received non-warranty inverter apparatus it is necessary to write damage certificate in which shall be indicated all detected failures, list of designed operations, necessary details and these cost.

Based upon this damage certificate the Contract between Service Centre and Owner of equipment shall be prepared. Bill for repair services shall be given based on the Contract. Contract and bill shall be given to Owner of apparatus previously in the pre-agreed way.

Repair of apparatus is performed only after credit of funds on bank account of the Pilot Paton Plant. Period of performance of repair works is no more than 2 working days from the day of crediting to the bank account of Manufacturer.

If service engineer estimates period of repair of welding apparatus in more extended period, he must contact with Owner of apparatus and agree with him period of repair works. If period of performance of repair works can't be agreed, the Service Centre reserves the right to return apparatus to the Owner. In this case, the Owner of defective apparatus shall be paid for work of diagnostic and determination of failure cause by the Service Centre. Pay shall be performed based on invoice submitted. Cost of the works is from 100 to 300 UAH.

Return and replacement of inverter equipment

Buyer can return the apparatus to Manufacturer within 14 days. Manufacturer undertakes to return the money spent to the Buyer when the Service Center provides a conclusion on the absence of traces of use and failures associated with inaccurate transportation and storage of the equipment. Transportation of apparatus to Manufacturer shall be paid by the Owner.

In case of denial by Manufacturer to return money to the Buyer, return shipment of equipment shall be paid by the Buyer.

Repair time

If the Service Centre of the Pilot Paton Plant was received warranty apparatus it is necessary to write damage certificate in which shall be indicated all detected failures, list of designed operations, necessary works and necessary details.

Repair time of inverter equipment on which action of warranty is propagated is no more than 5 working days from the day of delivery of apparatus to the Service Centre. If service engineer estimates the period of repair of welding apparatus in more extended period the responsible employee of the Service Centre shall contact with the Buyer and agree with him period of repair performance. If performance period of repair works can't be agreed, the Service Center reserves the right to return the apparatus to the Buyer. In this case transportation of apparatus is performed by courier service for account of the Owner.

Maximum period of repair of welding equipment PATON™ is 14 calendar days from the moment of delivery to the Service Centre.

Guarantee documents

Service Centre shall make the mark about performed works in Certificate of apparatus on which main warranty is propagated.

The mark is included:

- indication of failure cause;
- date of end of repair;
- mark where the repair is warranty or non-warranty;
- signature of employee of the Service Centre that apparatus was tested after repair;
- wet stamp of the Service Center of the Pilot Plant of Welding Equipment of the Institute of Electric Welding named after Ye. O. Paton.

If period of main warranty is not propagated on equipment, the Service Center shall indicate the following:

- provide the act of performed works with wet stamp, this act writes based on damage certificate;
- provide the original of account (if necessary);
- if the certificate is present, one should make mark and indicate the failure cause, period of action collateral guarantee; wet stamp and signature of employee of the Service Center is attached that indicate testing of the apparatus after repair.

Please note that: if warranty period is expired, you shall not give the certificate of apparatus to Service Center PATON™ for repair your equipment. The Service Center keeps its own register of addition warranties.