

## **Warranty terms and conditions.**

BORT GLOBAL LIMITED offers 2-year warranty from the date of sale for all its products. Professional and commercial tools are not covered by the warranty. Repair is only available for a fee in this case.

Non-commercial use of the tools imposes limitations on the duration of its operation and restricts the intended usage to household purposes only. The continuous operating time should not exceed 40hours. In addition, 10-15 minute breaks are to be made after every 15 minutes of continuous operation. Ignoring this condition when using the tools is a violation of the good operating practice (this provision does not apply to pumps, generators, chargers and similar equipment). Subject to the above mentioned condition, the lifetime of the tools is 5 years. When you purchase a tool, a warranty card is issued (fields with a date of sale, model, and serial number are mandatory, other fields can also be completed). Please keep the card together with the sales receipt during the entire warranty period for presentation at the service centre. Electric tools are only accepted for warranty repairs when assembled with all removable devices and their fastening elements (bus bars, saw blades, chains, knives, trimmer heads, injectors, sprockets, bolts, nuts, and mounting flanges) in working condition.

The following malfunctions are eliminated free of charge during the warranty period:

- damage, caused by the use of low-quality materials;
- assembly defects due to the fault of the manufacturer.

The warranty does not cover:

- malfunctions of the tools caused by the failure to comply with the operating instructions; Mechanical damage (cracks, chips, mechanical damage to power cords, mechanical damage to the enclosure, etc.);
- damage caused by exposure to aggressive environments and high temperatures;
- damage induced by the ingress of liquids or foreign matter into ventilation grids of the electric tools, as well as damage due to improper storage (corrosion of metal parts, etc.);
- tools with defects which were caused by an overload (simultaneous failure of the rotor and stator);
- improper use (usage of blunt, unsuitable, unbalanced, or improperly chosen replacement devices);
- lack of maintenance or care, and use of the tools for purposes other than the intended purpose (for example, for processing of materials for which the tool is not intended, etc.), as well as by the instability of electric power supply, exceeding the standards set by EN 61000-3-2, EN 61000-3-3;
- among others, undeniable signs of an overload include: changes in appearance, deformation or melting of parts and components of the product, darkening or charring of wire insulation under high temperatures;
- wear parts and materials (carbon brushes, belts, rubber gaskets, seals, guards, platforms, bus bars, gears, bearings, hubs, coil heaters, pulleys, rollers, rods, lock buttons, etc.);
- components (gears, shafts, bearings, rods, rollers, etc.) subject to deterioration due to lubrication wear-out, as well as replacement devices (drill chucks, SDS cartridges,

platforms, collets, bus bars, flexible shafts, batteries, battery chargers, etc.) and supplies (knives, saws, abrasives, saw blades, drill bits, drills, lubrication, etc.), except in cases of mechanical damage of the above mentioned products due to failures of the electric tool which are covered by this warranty;

- natural wear of the tool, its parts and components (wearing out of the resource, severe internal or external contamination, wearing out of the lubrication);
- tools that were unsealed or repaired during the warranty period by persons or organizations who are not legally authorized to perform these activities;
- tools with removed, erased, worn out or changed serial numbers, including cases when the data of the electric tool does not match the data of the warranty card;
- preventive maintenance of the electric tools, for example, cleaning, washing, lubrication.

**WARNING!** Do not operate electric tools exhibiting failure symptoms (high arcing, smell of burning, increased noise, severe vibration, uneven rotation, loss of power). Do not use the electric tools if there is any mechanical damage to the power cord (cracks, chips, tears, binds), AC plug, or the enclosure of the tool.

During the warranty period, faulty parts and components of the instrument are repaired or replaced free of charge. The Service Centre reserves the right to decide whether such parts and components are to be replaced or repaired. If a failure or malfunction is recognized by BORT GLOBAL LIMITED as a warranty case, then it can be removed according to our own choice by repair or replacement of the defective tool. Replaced tools and parts become the property of the Service Centre of BORT GLOBAL LIMITED.

Guidelines for the preventive maintenance of electric tools:

Regular preventive maintenance (cleaning, washing, relubrication of bearings and gearbox, replacement of fast wearing parts) is recommended for the tools. Maintenance ensures perfect operation of the electric tool during its entire service life cycle. The frequency of preventive maintenance at rated load is determined according to the natural wear of carbon brushes. Maintenance work is charged according to the price list of the service centre. Any failures covered by the warranty and detected in the course of maintenance are repaired free of charge. Warranted failures, which are detected by the diagnostics, are eliminated as agreed by the parties according to the routine procedure. Preventive maintenance does not extend the duration of the warranty period. Other claims, except for the above mentioned right for free remedial measures, are not covered by this warranty.

This warranty does not affect other legal consumer rights granted by the applicable laws.

Regular warranty is provided in each specific territory according to the law of the country where it's situated. Distributor in each specific country may set warranty period above the period set by this country law.