

WARRANTY CONDITIONS

The warranty conditions of HERMAN Slovakia Production s.r.o, Mokrá Lúka 226, 050 01 Revúca, Slovakia (hereinafter referred to as "HERMAN" or "we") apply to machines, devices, chargers and batteries without exception (hereinafter collectively referred to as "tools").

HERMAN warrants machines and instruments for 2 years from the date of sale of the product to the end user, unless otherwise agreed with the customer.

Registration of tools

If you have purchased the tool from a brick-and-mortar dealer, the proof of purchase and the warranty certificate must be enclosed when sending the tool to the dealer for servicing.

If you register your tools within 30 days on www.herman.sk via the registration form, you no longer need to keep the proof of purchase or warranty certificates for the future use. We will take over the management of your registration. The warranty starts from the date of purchase, not registration. In the case of cordless tools, all components of the set must be registered separately (bare tool, batteries, charger).

The system of registering serial numbers for HERMAN tools is unique. If you have purchased the tools directly from our headquarters or if you have registered the tools when buying from a contract dealer, we take over the management of the registration and you no longer have to keep your purchase documents or warranty certificates for a future use.

During the warranty period, the warranty covers any defects in the product that are due to manufacturing or represent a defect in the material that was in the product on the date of purchase. The warranty does not cover defects that result from the product being used improperly, contrary to the instructions for use, or if it has been improperly connected to a power source.

Conditions for a free repair:

1. The tool must be sent to an authorized service center immediately upon detecting the fault, in complete condition, cleaned and with a description of the fault, which is essential for a correct diagnosis and quality repair.
2. The tool has been regularly maintained, used for the purpose for which it was intended and in accordance with the instructions for use.
3. The tool motor has not been overloaded and there are no signs of damage from external influences.
4. The tool has not been tampered with by unauthorised persons.
5. The tool has not been used in unusual conditions (excessive humidity, chemical or mechanical influences not corresponding to the usual working environment).
6. The serial number of the tool is undamaged and readable.

Free repair includes:

1. Transportation of the tool to and from the service centre (applies to SK, CZ and HU, regardless of the country in which the tool was purchased).
2. Work to be performed and spare parts except accessories and consumable spare parts.

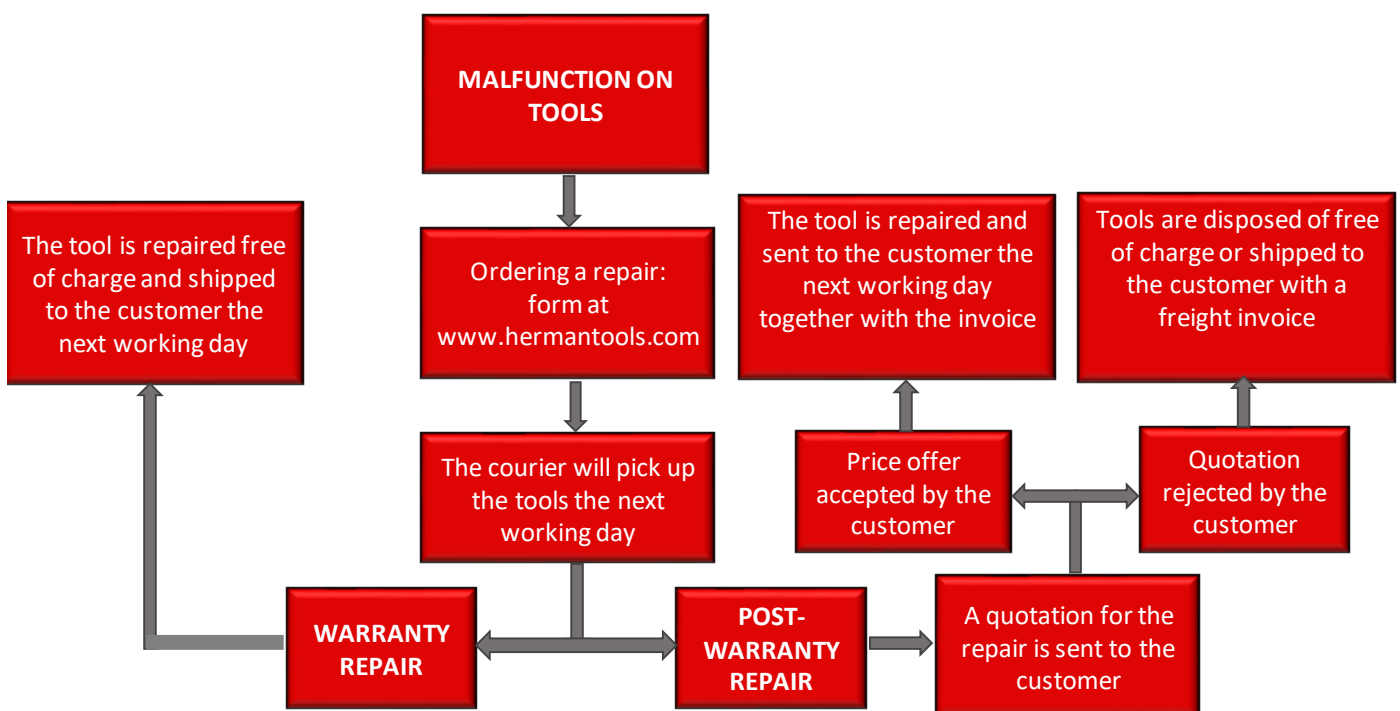
The following is excluded from the warranty:

1. Parts of a consumable nature which are subject to usual wear and tear due to the use.
2. Decrease in battery performance up to 40% of the original performance.
3. Malfunctions caused by continuous excessive use, particularly in industrial continuous operation or when the instrument is subjected to prolonged above-average strain for a long period of time.
4. Repairs which, in the opinion of the authorised service technician, do not comply with the above warranty conditions. In this case, we will send the customer a quotation for the repair.

Course of repair

In the event of a tool failure, simply fill in the tool repair order form and prepare the tool for shipment. When the above conditions are met, the tool is repaired no later than the next working day after the tool is received at the service centre.

If you have a malfunctioning cordless tool, the complete set (tool + charger + batteries) must be sent to the service center so that a full service inspection can be performed. In case you have purchased a bare tool separately, it is necessary to send at least the accumulator you are working with to the service centre for a more accurate diagnosis.



The most common cases of refusal of free repairs:

- Extreme impact or fall
- Foreign objects in the engine compartment, e.g. nails, screws, sand, dirt
- Use of incorrect tools for application
- Any modification of the tool
- Excessive exposure to substances that cause rusting, corrosion, etc.
- Tools connected to incorrect electrical voltage
- Use of incorrect accessories or batteries
- Failure to carry out recommended servicing and maintenance (especially for hammers)
- Use of incorrect lubricants
- Lack of lubricant
- Water penetration

Batteries - general care:

- Batteries are to be charged at room temperature. Charging at temperatures below -10°C or above 50°C may cause permanent damage to the battery. If the battery is hot, allow it to cool in a dry and ventilated room until it reaches room temperature.
- Avoid completely discharging the batteries to the point where the tool stops working. This may cause permanent damage and the battery pack will no longer be able to be fully charged.
- Store the battery pack in a cool, dry place.

Final provisions

HERMAN reserves the right to change its warranty policy. The latest applicable warranty policy is published on the website www.herman.sk.