

Product Guarantee

When professionally installed, used and maintained in accordance with the installation and maintenance instructions detailed in the product technical brochure or the product installation instructions available on the Conex Bänninger website (www.conexbanninger.com), Conex Universal Ltd. guarantees that the product families listed below and supplied by Conex Universal Ltd. will be free of material defects resulting from errors in manufacture, for the applicable number of years for the relevant product family set out in the table below from the date of first purchase by an end user.

This Guarantee is limited to the repair or replacement of defective product(s) (at the sole discretion of Conex Universal Ltd.). At the request of Conex Universal Ltd. the allegedly defective product(s) must be returned to the address below* and Conex Universal Ltd. reserves the right to inspect and test the alleged defects. This guarantee provided by Conex Universal Ltd. does not affect your statutory rights.

The Guarantee set out above is given by Conex Universal Ltd. and subject to the following conditions:

- A. Any alleged defects must be reported to Conex Universal Ltd. within one month of the first occurrence of any such alleged defect, clearly setting out the nature of the claim and the circumstances surrounding it.
- B. Conex Universal Ltd. shall be under no liability in respect of any defect in any product arising from:
- defective installation,
 - fair wear and tear,
 - wilful damage,
 - negligence of any party other than Conex Universal Ltd.,
 - abnormal working or environmental conditions,
 - failure to follow the installation and maintenance instructions detailed in the product technical brochure or installation instructions, and any other instructions of Conex Universal Ltd. Communicated through the Conex Bänninger website or its successor, www.conexbanninger.com (the Website) or otherwise,
 - misuse (which includes any use of the product(s) concerned for a purpose or in a situation / environment or for an application other than that for which it was designed), or
 - alteration or repair of any product without the prior approval of Conex Universal Ltd.
- C. At the request of Conex Universal Ltd. the person claiming under this guarantee must deliver to Conex Universal Ltd. written evidence of the date of first purchase by an end user of the product(s) concerned.
- D. 1. Samples must be sent to IBP Business unit within 30 days of claim notification date.
2. Photographic evidence any claimed damages and Invoice/s of cost if any must be sent with samples.
3. Claimed faulty fittings must be cut out from installation with minimum 50 MM length of tube to allow testing by the laboratory.
4. Site installation testing procedure must be supplied in case of claimed failure after installation.

*** The address for returns is:**

Customer Services at Conex Universal Limited.

Global House, 95 Vantage Point, The Pensnett Estate, Kingswinford, West Midlands, DY6 7FT,
UNITED KINGDOM

Product families covered by this guarantee

Product Family – Fittings and Valves	Guarantee Period (Years)
>B< Oyster	25
>B< Press	25
>B< Press Carbon	5
>B< Press Gas	25
>B< Press Inox	25
>B< Press Solar	25
>B< Press XL	25
Conex Compression	25
>B< Push	25
>B< Sonic	25
Series 3000	25
Series 4000	25
Series 5000	25
Series 8000	10
Series 8000M	10
Delcop End Feed	25
Delbraze End Feed	25
ACR End Feed	25
Medical Gas End Feed	25
K65 fittings	25
Triflow Integral Solder Ring	25
Industrial Valves	5
Specification Valves	5
Ball Valves	5
<A> Press Inox 316L	25
<A> Press Inox 304	10