



Sede Legale:
VIA GORIZIA, 9
20813 BOVISIO MASCIAGO (MB) - ITALY
TEL. (39) 0362 593584 - FAX (39) 0362 591611

E mail: kobra@elcoman.it
Internet http://www.elcoman.it

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KOBRA SHREDDERS 2024 WARRANTY TERMS

Kobra shredders are supplied with a **lifetime warranty on the driving metal chain**, 10 year warranty on the cutting blades* and a 2 year warranty on most machines.

KOBRA high security models (HS) as well as the Kobra Cyclone, Kobra Compactor C500, Kobra 400WB, Kobra 430 TS, Kobra SSD, Kobra HDD, Kobra Flexpack and Kobra Flexpack Desktop are supplied with a 1 year warranty on both machine and cutting blades*. For the warranty to be validated on the Kobra Cyclone and Kobra Compactor C-500 we require the installation of the machines, operator training and any after sales service to be undertaken by Elcoman's authorized UK service agent: SRS.

During the warranty period Elcoman will repair or replace any electric and electronic faults without additional charge. This includes parts, labour and transportation to/from our service center in the UK when applicable.

** The transportation cost will be reimbursed if the fault is covered by the warranty.

*Elcoman will guarantee cutting blades for 10 years against cracks and fractures which may occur during regular operation of the machine. This excludes misuse and general wear.

If a fault develops repairs may be carried out on-site by SRS but only for larger units: applicable to the **Kobra 310 TS HD (Heavy Duty), Kobra 410 TS, Kobra 400 range, industrial machines or 3-phase units**, once a completed and signed service request has been received.

All other Kobra units, up to the 310 range (heads weight less than 30 Kg) will be subject to **customer return to base** where we require the head of the unit to be returned by the user to SRS's service center. The full cost of the return to SRS, including packaging and shipping costs, will be at the user's expense. The return cost will be reimbursed if the fault is covered by the warranty. The head of the unit returned to our service center for inspection must be properly packaged; Any in-transit damage will be the responsibility of the user. **We recommend that the original packaging is retained during the warranty period.**

Our service center will aim to inspect the machine within 5 working days of receiving the head of the unit. A returns procedure document will need to be provided to the end-user and must be agreed and signed prior to the return.

Warranty Exclusions:

1. Any territories outside the United Kingdom mainland.
2. The product or any part thereof having been subjected to damage by paper jams, general wearing, misuse, abuse, carelessness, accidental damage, alteration, and electrical current fluctuations.**3. Mechanical damages caused by drops, missing of lubrication or overloads and abuse causing driving gears damages.**
4. Clearing of paper jams.
5. Materials/substances having been passed through the shredder for which it was not designed.
6. The original model and serial number plate has been altered, defaced or removed.
7. When repairs have been performed by non-qualified Kobra trained engineers.
8. When there is evidence that the product has not been maintained in accordance with the product user manual.
9. Cleaning of the electronic eyes.

****All costs associated with repairs, including: parts, labour and call out charges or transportation from the service center, will be chargeable under any warranty exclusions.**