



Warranty & Service Commitment

**Engineered for Endurance.
Backed by an Industry-Leading 10-Year Service Warranty.**

At Samara Oleodinamica, reliability is not an assurance—it is a design principle. Every product we manufacture is built for long service life, stable performance, and minimal downtime. Our warranty structure reflects this philosophy and sets a new benchmark in the elevator industry.

1. Warranty Coverage

The Manufacturer warrants that its hydraulic valves and cylinders are free from defects in **material and workmanship** under **normal and intended use** for a period of:

- **10 (ten) years** from the date of dispatch for hydraulic valves and cylinders
- **12 months** for the complete hydraulic system package supplied by Samara Oleodinamica

During the warranty period, any part found defective due to manufacturing or material fault will be **repaired or replaced at the Manufacturer's discretion**, free of cost.

2. What the Warranty Covers

This warranty covers:

- Manufacturing defects
- Material failure under normal working conditions
- Leakage, malfunction, or structural failure caused by internal defects

All replacement parts supplied under warranty will carry the **remaining balance of the original warranty period**.

3. What the Warranty Does NOT Cover

This warranty does not apply to failures resulting from:

1. Improper installation

- Incorrect mounting
- Misalignment
- Use of incompatible fittings, hoses, or fluids

2. Incorrect operation

- Operating above rated pressure, temperature, or load
- Shock loading, cavitation, or sudden pressure spikes

3. Contaminated or improper hydraulic oil

- Dirt, moisture, metal particles, or chemical contamination
- Use of oil not meeting ISO or Manufacturer-recommended specifications

4. Poor or no maintenance

- Lack of scheduled inspection

5. External damage

- Accidents, impact, corrosion, fire, flooding, or electrical damage

6. Unauthorized repair or modification

- Any repair, disassembly, or alteration performed without written approval from the Manufacturer

4. Installation & System Responsibility

The Manufacturer is responsible only for the hydraulic component supplied.

The Manufacturer is not responsible for failures caused by **site-specific issues, operating conditions, or installation quality.**

5. Electrical Equipment

Warranty exclusion on hydraulic motors due to:

- **Misuse/Abuse:** Overloading, improper voltage (over/under-voltage), excessive starts, running dry (in case of oil submersible motors).
 - **Environmental Damage:** Contaminants (dust, moisture), corrosion, fire, flood, extreme temperatures.
 - **Burn-outs:** Arising due to incorrect electrical connections, phase reversal, etc.
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6. Warranty Claim Procedure

To make a warranty claim, the customer must:

1. Inform the Manufacturer in writing within **7 days** of noticing the problem
2. Provide:

- Product serial number
- Invoice copy
- Failure description
- Photos or videos (if requested)

3. Send the defective product to the Manufacturer for inspection (freight prepaid unless otherwise agreed)

The Manufacturer will examine the product and decide whether the failure is covered under warranty.

7. Limitation of Liability

The Manufacturer's liability under this warranty is strictly limited to:

- Repair or replacement of the defective part

The Manufacturer shall not be liable for:

- Downtime
 - Loss of production
 - Labor charges
 - Oil loss
 - Consequential or indirect damages
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8. Validity of Warranty

This warranty is valid only if:

- The product is used for its intended application
- Installation and maintenance guidelines are followed
- Original Manufacturer seals and parts are used

The warranty becomes void if these conditions are not met.

9. Governing Law

This warranty shall be governed by and interpreted in accordance with the laws of **India.**

10. On-Site Service & Technician Visits

The Manufacturer's warranty obligation is limited to the repair or replacement of defective components at the Manufacturer's facility.

If the customer requests on-site service, the following terms apply:

- Dispatch of Manufacturer's service personnel shall be subject to mutual agreement.
- **Travel, lodging, local transport, and daily service charges** of Manufacturer's technicians shall be borne by the customer unless the failure is proven to be due to a manufacturing defect.
- If the failure is confirmed as a warranty-covered defect, only the **labor for repair** will be free of charge; all **travel and related expenses** remain chargeable to the customer.

Remote troubleshooting (phone, video, email) will be provided free of cost whenever possible.

Telephonic assistance on replacement of parts by customer's technicians will be free of cost and available from Monday through Saturday from 9AM to 6PM.

11. Scope of Customer's Technicians

Routine inspection, basic troubleshooting, removal, and re-installation of hydraulic components shall be carried out by the **customer's maintenance staff or appointed technicians**.

The Manufacturer shall not be responsible for:

- Improper dismantling or refitting
- Damage during handling
- Incorrect diagnosis by customer personnel

If a component is removed incorrectly or damaged during handling, warranty shall be void for that component.

12. Transport & Logistics of Materials

For all warranty claims:

- The customer is responsible for **safe removal, packing, and transport** of the product to the Manufacturer's works or service location.
- Return shipment of repaired or replaced parts will be arranged by the Manufacturer, but **freight, insurance, and customs duties (if any) shall be borne by the customer**, unless otherwise agreed in writing.

For on-site replacements:

- Hydraulic oil, flushing, fittings, hoses, and consumables are **not included** under warranty.
- Any material required at site will be charged at prevailing rates.

13. Transport and Insurance

The manufacturer shall not be liable for any damage or loss occurring during transit; customers may insure the goods at their own cost. Damages during transit will not be compensated for / be covered under warranty.