



HYDRAULIC ENGINEERING REPAIR SERVICES

Warranty terms & Conditions

1. If the unit is not fitted to the machine within 21 working days from the date of receipt by the customer.
2. Hers will not be responsible for any loose or bolt on attachments which may accompany the cylinder such as fittings, pipes, valve blocks, brackets, plugs ect.
3. When an O.E.M. spare part is not available or cannot be sourced by HERS then it will be the customer's responsibility to supply the spare part to Hers free of charge and the client's quotation will be adjusted accordingly to reflect such.
4. All units will be repaired to the sample sent in by the client. General engineering specifications will be applied unless the client supplies a complete set of engineering drawings.
5. Hers will not be responsible for the correct operation of any cylinder which includes any electrical switches, directional solenoids which are required for the cylinder to operate.
6. Hers does not undertake to carry out any installation or removal of its cylinder products on site during normal day to day activities or when a warranty dispute exists. All work is carried out ex works.
7. Unless the test pressure is specified by the client Hers will test units according to standard hydraulic practice or material specifications.
8. The warranty on the cylinder covers workmanship & material only. No additional claims will be honoured for downtime, injury or consequential damages which may occur from time to time.
9. As an additional service to our clients Hers offers to manage and control certain work which is not carried out by Hers but a third party. In this instance a buyout item will carry the original manufacturer or repairers warranty and Hers will be excluded from any dispute arising from a warranty claim except for managing the process
10. Cylinders must be operated with specifically hydraulic 68 oil only.

11. Storage of units to be done in a clean environment and units are to be stored upright in such a manner that the rods are not exposed to damage.
12. Warranty shall become null and void should "the unit be tampered with during the warranty period"
13. Any of the above conditions are not adhered to
14. Failure or breakages on the unit are related to the abuse or misuse of the equipment
15. Failure or breakage on the unit related to other faulty components in the vehicle