

The terms of our warranty

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Conovalve warrants that the Conovalve Series Control Valves are free from manufacturers defects in material and workmanship under normal use.

WARRANTY PERIOD

The warranty period is 2 years (24 months) for the control valves and the pneumatic actuators and 1 year (12 months) for the valve positioners or other accessories, effective from the date of delivery.

CONTENTS OF WARRANTY

Conovalve shall, as its sole discretion, have the option of repairing or replacing the relevant part or parts free of charge and supplying them to purchaser. The provisions of this warranty constitute the sole and exclusive remedy available to the purchaser with regard to said defective Conovalve products.

In no event shall the warranty period for any Conovalve products, including repaired or replaced parts, extend beyond the original warranty period stated above.

The defective parts which have been replaced shall be made available to Conovalve and shall be the property of Conovalve. In no event shall the purchaser have a right to return the Conovalve product without the prior written consent of Conovalve.

RESTRICTIONS OF WARRANTY

This warranty has been given provided that the Conovalve product is used in its normal intended use and that due care and compliance with the instructions given by Conovalve are observed. The obligations of Conovalve have been restricted to these warranty terms and conditions and the warranty thus not cover losses incurred as a result of damage to other property or persons.

The warranty does not cover defects which are the result of:

- Transportation of the Conovalve product.
- Negligence by the user of the Conovalve product or failure to observe the instructions given by Conovalve or proper care.
- Circumstances outside the control of Conovalve
- Failure to observe the installation or operating instructions, or other failure, when installing or placing the Conovalve product.
- Normal wear on plug and seat, packing boxes, gaskets, diaphragm or other soft parts.

This warranty does not cover defects which are insignificant to the use of the Conovalve product such as repair of superficial scratches.

PROCEDURES IN CASE OF A DEFECT

The purchaser shall inform Conovalve in writing without delay, and in any event within seven (7) calendar days of purchaser being put on notice of the defect. The writing shall include the following information:

- (1) The product in question (model, serial number)
- (2) Specification of the defect as accurately as possible
- (3) The circumstances in which the defect was detected and/or appears.