

WARRANTY CONDITIONS

extended 5-year warranty

In addition to the general warranty, as set out in Rapid's General Terms and Conditions, applied to quotations and sales, Rapid hereby extends to the Buyer – the end-user – the following warranty, subject to the terms and conditions set out below ("Warranty Conditions").

1. Pursuant to the Warranty Conditions, and with the exception stated under section 2 below, the general warranty period under the General Terms and Conditions is hereby extended to five (5) years ("Extended Warranty").
2. The Extended Warranty shall only apply to the complete cutterhouse, including rotor unit and screen support, excluding wear items ("Rapid Inside"). For all other parts of the Product, as well as for the Product as a whole, the general warranty period under Rapid's General Terms and Conditions shall apply as the sole and exclusive warranty.
3. In order to receive and maintain the Extended Warranty, the Buyer shall:
 - (i) register the granulator on the Rapid website (<https://service.rapidgranulator.com/en/5-Year-Warranty>) within three (3) months from dispatch date by completely fill in the form. Rapid will then enter the Buyer in its customer register;
 - (ii) regularly keep Rapid informed in writing of any changes with respect to the information supplied in the Extended Warranty Form;
 - (iii) carefully observe all instructions included in the Rapid manuals – including but not limited to installation and maintenance instructions and instructions for use – which may be modified by Rapid from time to time. The Rapid manuals will be enclosed with the Product but will also be obtainable directly from Rapid Service Center (servicecenter.rapidgranulator.com) or from Rapid or any of Rapid's authorised distributors;
 - (iv) establish and maintain an appropriate documented preventive maintenance program in accordance with the Rapid manuals/the Rapid Service Center;
 - (v) solely use the Product for its intended purpose and application (as confirmed in the order confirmation or otherwise by Rapid in written form);
 - (vi) limit the daily operation of the Product to maximum one 8 hour shift (if the daily operation of the Product is not limited to maximum one 8 hour shift, the Extended Warranty will be adjusted in relation to the actual operation of the Product, for example: the Extended Warranty will be adjusted to two and a half (2,5) years if the daily operation of the Product is limited to maximum two 8 hour shifts), and
 - (vii) solely use genuine Rapid spare parts.
4. It is explicitly noted, and the Buyer is aware of and accepts, that in case the Buyer uses the Product for any recycling of plastic materials or any other material with an abrasive filler, including but not limited to glass fibre, the cutterhousing and the rotor shall be regarded as wear items, not included under this Extended Warranty.
5. The Extended Warranty for Rapid Inside is valid for a five (5) year period, starting on the date of registration in Rapid's customer register or on the date of delivery by Rapid or Rapid's authorised distributor to the Buyer, whichever is the earliest. Notwithstanding the above, the Extended Warranty will not be valid unless confirmed in writing by Rapid.
6. Rapid shall under no circumstances be liable hereunder for any defects unless the Buyer notifies Rapid in writing of the defect without delay after the defect appeared and not later than two (2) weeks after the expiry of the Extended Warranty applicable to the defect.
7. Unless otherwise expressly stated in the Warranty Conditions, the provisions of Rapid's General Terms and Conditions shall apply to the Extended Warranty as such are in force from time to time. In the event that the provisions of the Warranty Conditions should be in conflict with the General Terms and Conditions, or any agreement between the parties, the provisions of the Warranty Conditions shall prevail.