

General Repair Terms and Conditions

1. Scope of Application

These Repair Terms and Conditions shall apply to all repair services provided under the EU Ecodesign Directive (2009/125/EC). This Directive aims to improve the energy efficiency and environmental friendliness of products by, among other things, promoting their reparability.

2. Access to Repair Services

2.1 Independent repair centres and qualified electricians shall be allowed to carry out repair services. A qualified electrician within the meaning of DGUV [German Social Accident Insurance] Regulation 3 is a person who is able to assess the work assigned to them and recognise potential hazards based on their specialist training, know-how and experience as well as knowledge of the relevant regulations.

2.2 The professional qualification as a qualified electrician is usually acquired through the successful completion of training, e.g. as an electrical engineer, electrical technician, master electrician or certified electrician. In addition to these requirements, compliance with applicable local laws, regulations and standards shall also be ensured. All works carried out shall comply with both national and regional safety and legal requirements for electrical installations and qualified personnel. It is the responsibility of the repairer to collect information about all relevant local directives and to comply with them when carrying out their work as qualified electrician.

2.3 Repair information is provided in accordance with the requirements of the EU Ecodesign Directive (2009/125/EC) or the respective implementing regulations for the definition of product-specific ecodesign requirements.

3. Availability of Spare Parts

3.1 The manufacturer or its authorised representative undertakes to supply certain spare parts for a period specified as per law. This period is defined in the product-specific implementing regulations laying down ecodesign requirements and starts to run after the last copy of the model has been placed on the market.

3.2 Access to spare parts and information: the manufacturer shall ensure that the spare parts and technical information required to repair and maintain the machine are made available to the repairer within a reasonable time for the repair process and under fair conditions. The disclosure, duplication, publication, sale or other utilisation of the documents and information provided, in particular for other purposes, is not permitted.

3.3 Spare parts shall be delivered to the repairer within the deadlines specified in the relevant regulations. The General Terms and Conditions of Sale and Delivery of Baumer hhs GmbH shall apply.

4. Repair Costs

The repair service is prohibited from charging disproportionately high prices for services or spare parts, unless this is justified by special circumstances. Repair centres are required to offer fair and transparent conditions and to be orientated to standard market prices.

5. Warranty

5.1 Exclusion of the manufacturer's warranty: if a product is repaired by an independent repairer or by the customers themselves, the manufacturer's warranty is void. The manufacturer is not liable for defects or consequential damage caused by the repair of the product carried out by third parties.

5.2 The repairer's own warranty: the repairer having carried out the repair, shall provide their own warranty for the work performed and the spare parts installed in accordance with the applicable statutory provisions of the country in which the repairer is based.

6. Transparency and Information

The repair service shall inform the customer about the necessity, feasibility and ecological advantages of the repair compared to a new purchase. Moreover, all costs incurred and the expected repair period shall be communicated transparently.

7. Eco-friendly Disposal

7.1 Parts that can no longer be used and defective components shall be disposed of in an eco-friendly manner in accordance with the provisions of the EU Waste Framework Directive (2008/98/EC).

7.2 The customer shall be informed of the options for returning the old device for proper disposal or recycling.

8. Refusal of the Repair

8.1 The repair service may reserve the right to refuse a repair if the product is irreparable or if the repair cost would significantly exceed the current value of the product.

8.2 In such cases, the customer will be given an alternative offer which includes an eco-friendly disposal. Otherwise, the repairer will put the customer in touch with Baumer hhs in order to obtain an offer for an energy-efficient replacement product.