



## Film Audio Video

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### STEENBECK WARRANTY TERMS.

1. The warranty period for new Steenbeck film tables / product:
  - 01-Series
  - New Line Series
  - Jubilee Series
  - Vintage Cloud Seriesis one year / 12 months or 1500 hours from date of delivery / installation by a Steenbeck service engineer or external Steenbeck factory trained engineers on material and workmanship.  
Does the Steenbeck product made:
  - more than 1500 hours in the first year, these hours are the valid warranty time.
  - less than 1500 hours in the first year, the 12 months are the valid warranty time.
2. Steenbeck warrants that the Steenbeck employees will have the necessary skill to perform the support and technical services on the terms set out herein, and that the support and technical services will be provided in a and professional manner.
3. During the warranty period Steenbeck either repairs or replaces a defective part. This without charge under the condition that the part not has been altered, subjected to misuse, improper maintenance, negligence, or accident, or damaged by excessive electrical current or used with parts not compatible with Steenbeck hardware. Warranty also ceases if installation and maintenance instructions are not followed. Replaced parts change into our property.
4. When the warranty should by performed at buyers facility, the travel and accomodation expenses have to be paid by the buyer. The costs of a Steenbeck engineer during performance of the warranty work shall be borne by Steenbeck.
5. The defective part is to be sent by the buyer to Steenbeck for inspection and repair by courier. The transport costs to and from Steenbeck shall be at Steenbecks courier account and should be adequately insured.
6. There shall be no claim for cancellation or price reduction unless we are unable to repair the defect.
7. No warranty is given on fuses, lamps, LED's and other fast moving / consumable parts like magnetic heads, rollers, plastic parts, first line maintance tools etc..
8. No warranty in relation to any third party products is given by Steenbeck. Steenbeck shall notwithstanding the aforesaid assign any applicable contractual warranties it may have under any agreements with the third party suppliers to the extent it is able to do so should buyer wish to enforce any rights against the aforesaid.



9. Steenbeck shall have no obligation to make repairs, replacements or correction which result, in whole or in part, from:
  - normal wear and tear
  - catastrophe
  - fault of negligence
  - improper or unauthorized use or repair of the product
  - use of the product in a manner for which it was not designed
  - causes external to the product such as, but not limited to, power failure or electric power surges
  - use of product in combination with equipment or software not supplied or approved by Steenbeck.
10. Steenbeck product should be installed in a good office type environment, where no extreme temperatures (recommend 5°C - 40°C / 40°F – 105°F) and humidity (recommend 30% to 70%) occur. Large deviations may affect the warranty.
11. The alternation, modification, adaption or adjustment of the product without the express written authorisation from Steenbeck shall result in the immediate termination and cancellation of the warranty.
12. Steenbeck reserves the right to inspect or repair product at its factory or on buyer's premises. Product shall not be returned to Steenbeck factory or service center for inspection, replacement or repair without written authorization from Steenbeck.
13. Replaced or repaired parts of the product will carry a ninety (90) days warranty from the time of installation, which shall be deemed to have been taken place five (5) days after Steenbeck delivered the replaced or repaired product part to the buyer.
14. During warranty period, inspection or repair at any location other than Steenbeck's or buyer's facility or Steenbeck service center shall be at Steenbeck's current repair service labor rates plus reimbursement of travel costs.
15. Steenbeck shall have the right of final determination as to the existence and cause of a defect.
16. A warranty is not transferable or assignable and is issued only to the original buyer of the product.