



HPTEC

... mehr als nur Werkzeuge



HPTEC Quality Guarantee

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Your satisfaction is our focus

40 years of engineering tradition combined with constant further development in line with cutting-edge technology while meeting top-quality standards in development and serial production of our tools. This is the philosophy we live and breathe, and it defines our brand which is dedicated to just one goal: your benefit.

Should a technical defect occur nonetheless, HPTec GmbH provides a warranty which covers the following provisions and is based on the scope and requirements detailed below (quality guarantee). However, statutory claims resulting from liability for material defects legislation (e.g. §§ 434 ff BGB (German Civil Code) or §§ 633 ff BGB) remain unaffected by this quality guarantee.

1. Our promise

For any and all tools, HPTec guarantees freedom from defects in materials and workmanship according to the state of the art. The high skills of all HPTec employees are characterised by:

- HPTec specifications that guarantee minimum tolerances at top quality;
- quality checks integrated in the production process;
- 100% fully automated workpiece inspection for top process stability and homogeneity;
- a comprehensive QM system that covers everything from supplier qualification to damage-free shipping of our tools;
- HPTec approved! We test all our tools under real-life conditions and only release them when they comply with customer requirements.
- Fast order handling with a personal touch.



2. Scope of the guarantee

- Tool replacement in the form of credit notes.
- Once they have been approved by the customer, tools are no longer changed. This guarantees consistently high quality.
- This guarantee extends to both standard and special tools.

Expressly excluded from this agreement are costs for auxiliary and working materials, workpieces, working hours and additional costs such as costs for loss of production and freight costs. In any case, the guarantee under No. 2 expires 36 months after delivery of the tool.

3. Conditions

Natural wear is excluded from the HPTec quality guarantee. This applies to all tools which are subject to constant wear when used in their normal function.

This quality guarantee only applies as long as the machines have been regularly and expertly maintained as required by the product to fulfil the conditions for problem-free operation.

Compensation according to No. 2 shall only be provided if:

- the defective tools have been sent to HPTec for inspection;
- a list of the parameters used for the specific tool has been provided;
- a specification of the basic material to be processed has been submitted;
- HPTec has carried out a thorough inspection;
- HPTec has established the defectiveness of the tool;
- the quality guarantee has not expired according to No. 4.

The customer is free to provide evidence that there is no connection between the failure to observe the conditions stated herein and a defect of the tool.



4. Exclusions

The quality guarantee does not apply if

- the customer has used the tool incorrectly;
- the oil used for cooling and lubrication does not meet general standards or is not suitable for this application;
- the tool is operated – even for a short time – outside the standards or parameters recommended by HPTec;
- the machines were not maintained according to the manufacturer's maintenance schedule, or such maintenance was not performed in good time or by an expert company and all maintenance work was not correspondingly documented.

The customer is free to provide evidence at any time that there is no connection between a failure to observe the above conditions and the claimed defect or failure to achieve any guarantees.

Claims under this quality guarantee must be submitted in writing to HPTec GmbH, im Karrer 6, 88214 Ravensburg, Germany. They can only be processed if the conditions stated by HPTec have been fulfilled.

Stefan Netzer
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