



## Lifetime Guarantee Conditions

### Lifetime Guarantee Conditions

- 1.) pewag guarantees that the pewag tire protection chains are made only from excellent steel corresponding to works specifications and are fabricated by competent staff according to the latest state of technology.  
The individual production steps are subject to a rigorous quality control according to ISO 9001.
- 2.) Claims for damages, liability and other demands, which are based on pewag's General Terms and Conditions of Sales and Delivery, are not affected by this guarantee.
- 3.) This guarantee is only valid provided the conditions shown in the mounting instruction ("Warning against incorrect use") are complied with. If any of the warnings shown in the mounting instruction are not complied with, the guarantee will be deemed invalid.
- 4.) For every tire protection chain and every machine exact data of the operating hours must be recorded with the help of a functioning operating hours counter and all measures carried out (i.e. fitting of spare parts, shortening, reversing, removing of the tire protection chain for a certain period) must be recorded.
- 5.) pewag reserves the right to check the tire protection chains and the operating conditions any time during the guarantee period; otherwise the guarantee expires. Therefore within 24 hours of pewag's request the machine should be made available with the tire protection chains cleaned.
- 6.) Any significant change of the operating conditions indicated, particularly changes of the place of operation, type of rock, machine or working distance will lead to an immediate withdrawal of the guarantee.
- 7.) Damage due to abnormal operating conditions, i.e. unusual chemical influence, longterm exposure to temperatures of over 200 °C respectively 392 °F as well as mechanical overloading of individual parts of the tire protection chain due to incorrect use are not covered by this guarantee. Regarding operations in hot slag pewag recommends:
  - a) For slag temperatures of 500 °C respectively 900 °F the maximum exposure must not exceed 30 seconds.
  - b) For slag temperatures of 900 °C respectively 1600 °F the maximum exposure must not exceed 10 seconds.

#### Warranty exclusions:

Destroyed chains and chain breakages as a result of packing up with molten steel due to running over hot liquid slag.  
Annealing of the chains due to long term exposure in hot slag (loss of hardness), see point a) and b).

- 8.) Any claim must be accompanied by the corresponding guarantee certificate and an exact description of the damage including all circumstances must be sent to pewag at the latest one week after the damage occurs. Claims received after expiration of the guarantee period cannot be accepted. Defective parts and components whether caused by faulty material or incorrect production will be replaced. Any other claim for consequential loss or damage, i.e. personal injury, damage or loss of production, is specifically excluded.
- 9.) Should a claim be made against this guarantee pewag reserves the right to stipulate the measures required to achieve the guaranteed lifetime. This particularly covers the repair or replacement of the tire protection chain either in full or in part.  
No cash refund can be allowed. If the tire protection chain is replaced either in full or in part the customer has to pay on a prorata basis the service hours already achieved compared with the guaranteed hours.



**RODAVIGO, S.A.**  
RODAMIENTOS VIGO, S.A.

[www.rodavigo.net](http://www.rodavigo.net)

**+34 986 288118**  
Servicio de Att. al Cliente

KA/15/00289



[www.pewag.com](http://www.pewag.com)

**pewag austria GmbH**

A-8605 Kapfenberg, Mariazeller Straße 143, Phone: +43 3862 2990-0, Fax: +43 3862 2990-511  
[saleinfo@pewag.com](mailto:saleinfo@pewag.com), [www.pewag.com](http://www.pewag.com)



**You Tube**  
[youtube.pewag.com](http://youtube.pewag.com)

**f** Find us on  
Facebook  
[facebook.pewag.com](http://facebook.pewag.com)

**issuu**  
[issuu.pewag.com](http://issuu.pewag.com)