

WARRANTY POLICY

TERMS OF WARRANTY

The performance and functionality of the equipment manufactured by RYMEL is guaranteed for a term of eighteen (18) months from the date of invoicing for national customers or delivery date according to the agreed negotiation term for foreign customers.

For purposes of the application of the warranty, in distribution transformers, the equipment must have the appropriate protection installed as established by the technical regulations of the electrical sector.

For this warranty to be applicable, it is important that, at the time of receiving the product, the customer verifies the order, to determine its conformity in terms of its condition and what is indicated in the documents, in order to verify that it is free of damage such as: blows, breakage or deterioration of its parts.









RYMEL INGENIERIA ELECTRICA S.A.S. does not have as its own service, the installation or assembly of equipment, consequently, does not assume any commitment or responsibility regarding the work of installation and assembly of equipment by a third party. Not following the recommendations of storage, installation, use, or maintenance indicated in the product manual invalidates this warranty.










The warranty of any product will be subject to a technical diagnosis, if the product warranty is applicable, the defects of the product will be repaired free of charge and the required spare parts will be supplied in a timely manner. If the product cannot be repaired, it will be replaced.

In case of any accident attributable to the manufacturer during the warranty period, our obligation is limited to the replacement of the equipment or materials involved, excluding any compensation for damages, lost profits, or transportation.

The policy does not apply to products that have been damaged by accident, improper use, mishandling, improper installation, use not in accordance with product specifications or instructions, natural or personal disaster, alterations, unauthorized repairs, or modifications.

The warranty will be invalid if any of the following events are evident:

-  Defects or damage due to storage.
-  Damage or failure due to handling
-  Damage or failure due to vandalism
-  Damage or failure due to installation and assembly
-  Disassembly of the transformer cover and/or removal of the safety seal.
-  Intervention of the equipment or any accessory
-  Not grounding the unit or improperly grounding the unit
-  Not protecting the unit by appropriate lightning arresters.

-  Not protecting the unit by appropriate fuses.
-  Improper operation of the tap changer.
-  Failure due to overload
-  Overvoltage failure
-  External short circuits
-  Leakage due to shock or handling problems
-  Blows on the radiator tank or cover (not reported since receipt)
-  Fractured insulators or accessories (not reported since receipt)
-  Installation of accessories or external elements not compatible with the technical characteristics of the equipment.

HOW TO SUBMIT A WARRANTY CLAIM

To submit a warranty claim, the customer must comply with the following requirements and conditions:

1. Submit the request for warranty service with a copy of the purchase invoice.
2. The product must have the essential accessories for its operation and with which it was delivered.
3. The product must not present evidence of having been opened or manipulated inside by personnel outside the company, nor evidence of bumps, cuts or damage that could obviously affect its operation.
4. The products must have the recommended connections or accessories for its correct installation.
5. The product must not show evidence of having been used in jobs for which it was not designed.
6. The product must not show evidence of excessive use that exceeds its capabilities or have been used in environments or under conditions different than those recommended.
7. The product must not present modifications, additions, or connections that are not part of its original design.
8. The product must be securely packed or stowed.

PROCEDURE FOR ATTENTION AND SOLUTION OF WARRANTIES:

1. Warranty claims must be reported by the customer using any of the channels that the company makes available for this purpose, which are described below:
 - Customer service line (+574) 4440430 and email: servicioalcliente@rymel.com.co
 - The warranty request form "*F-MS-35 Warranty Request*" is available on Rymel's website <http://www.rymel.com.co/>.

2. The customer must provide a copy of the purchase invoice and explain in detail the reasons for the claim, indicating possible damage or failure, the serial number of the equipment and sending photographic and/or filmic record that allows to evaluate the situation presented. Additionally, you must provide information about the location of the equipment, name, and contact number.
3. All warranty attention must start with a diagnosis. The quality area will review the request and will contact the customer to coordinate the service:
 - a) If it is possible to perform the diagnosis and intervention of the equipment on site, Rymel will send a technician to the place and will attend the warranty.
 - b) If it is not possible to perform the intervention on site, the client must send the equipment to our facilities or to a workshop authorized by Rymel for its diagnosis and intervention, if it is the case.

For the attention of warranties of the **Metering Transformers and Energy Meters** business units, if possible, the diagnosis will be made through the photographic and filmic record sent in the request, otherwise the equipment must be sent to Rymel's facilities for its corresponding diagnosis. If the warranty proceeds, the equipment will be replaced.

4. In the cases that it is determined that the guarantee does not proceed, the client will have to assume the costs associated to transportation and diagnosis.

RESPONSE LEAD TIMES:

The warranty response times begin to run once the company receives the product object of the claim.

Rymel will give answer if the warranty proceeds or not within eight (8) working days after the reception of the equipment and will express in writing and in a sustained manner the reasons to accept it, make it effective or deny it, with the evidence that justifies the decision.

The intervention time of the equipment under warranty will be subject to the type and magnitude of the failure, type of transformer, availability of materials and/or accessories.

In cases where the warranty is partially applied, and there is an additional service or spare part to be charged to the customer, the warranty response time will be frozen from the moment the customer is informed about the charge to be made, until the moment the customer makes the payment or declines the charge.