

CNC Support Ltd
Unit 3, Spring Gardens Business Park,
Spring Gardens Road,
Colne, BB8 8FP



Warranty Policy regarding new HSD spindles supplied by CNC Support

The warranty does not cover faults due to normal wear of those parts which, by their nature, are subject to rapid and continuous wear (e.g. gaskets, belts, bearings, etc.).

In particular, HSD S.p.A. gives no guarantee as to the service life of the bearings, as this depends on various factors.

Including: the degree of balancing of the tools, the types of machining operation, collisions and/or mechanical stresses beyond the values indicated by the manufacturer.

HSD S.p.A. accepts no liability for faults in the conformity of the product caused by a failure to observe the instructions contained in the instruction manual, or due to incorrect operation or handling of the product. The buyer shall therefore have a right to replacement of parts found to be defective only if the faults have not been caused by tampering with the product, namely by installing non-original HSD spare parts and/or by replacement of components not provided for and not authorised in the present manual, and in all cases without the prior written approval of HSD S.p.A.

On no account shall HSD S.p.A. or its suppliers be responsible for damage (including but not limited to damage to the physical integrity of the product or damages due to loss or reduced earnings, stoppages in production, loss of information or other economic losses) resulting from the use of HSD products, even in cases where HSD S.p.A. has been warned of the possibility of such damage.

The buyer's warranty shall be voided if HSD S.p.A. is not notified in detail in writing of the nature of any faults discovered in the product within 15 days of the fault being discovered. The buyer's warranty shall also be voided in the event that he does not allow the seller to carry out any requested inspections or if the seller requests the defective parts to be returned to the works and the buyer fails to return them within two weeks of the request.

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Warranty Policy regarding spindles repaired by CNC Support

CNC Support Ltd guarantees that any spindle repaired by CNC Support has been subject to comprehensive testing at CNC Support Ltd. Rebuilt spindles are fully tested prior to supply. Spindles are dynamically balanced to ISO standards. Spindles are tested for compliance with ISO1940, this covers bearing condition and mechanical condition. Deviation from these standards may be acceptable at customer consent where a 'best repair option' is considered.

CNC Support Ltd accepts responsibility only for defects in replaced electrical and mechanical parts. The warranty does not cover defects caused by the normal use of parts subject to continuous or rapid wear (e.g. seals, belts, bearings etc). In particular CNC Support Ltd offers no guarantee as to the duration of bearings, since bearing wear depends on various factors including: tool balancing precision, type of machining operation, impacts and/or mechanical stress beyond the values indicated by the manufacturer.

CNC Support Ltd declines all responsibility for non-compliance of the electro-spindle caused by failure to follow the precautions and instructions given in the machine documentation. Or by improper use or handling of the electro-spindle. The customer has the right to replacement of all parts shown to be defective, unless the said defects are caused by unauthorized tampering, including the fitting of non-original spare parts and/or the replacement of parts not described or authorized in this manual unless authorized beforehand and in writing by CNC Support Ltd

In no case shall CNC Support Ltd or its suppliers accept any responsibility for damage (including damage to the unit, damage incurred for lost production and income, down-time in manufacturing, loss of information or other economic losses) deriving from the use the supplied products, even if CNC Support Ltd has been advised of such risks in advance.

The warranty becomes automatically null and void if the customer fails to notify CNC Support Ltd in writing of any faults found in the electro-spindle within 15 days of the occurrence. The warranty likewise becomes null and void if the customer fails to permit the seller to perform all necessary checks and tests, and if, when the seller requests the return of a defective part, the customer fails to do so within two weeks of the request.

On no account shall CNC Support Ltd or its suppliers be responsible for damage (including but not limited to damage to the physical integrity of the product or damages due to loss or reduced earnings, stoppages in production, loss of information or other economic losses) resulting from the use of HSD products, even in cases where HSD S.p.A. has been warned of the possibility of such damage.

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Transfer of warranty

A non-transferrable warranty means coverage is strictly limited to the original purchaser and terminates if the spindle equipment is sold, gifted or transferred. This applies to new spindles purchased from CNC Support and spindles repaired by CNC Support. Our terms dictate that warranties only apply to the purchaser of these goods.