

WARRANTY SUPPORT OF MAGNER 35D

- 12 months warranty is provided.
- Volumatic provide support stock.
- Phone fix attempted.
- If problem cannot be resolved over the phone, a replacement Magner is despatched to arrive next working day. (If call is placed before 2.30PM). This machine is a permanent replacement. The faulty machine is placed in the same container that the replacement machine arrived in while the driver waits. This machine is then returned to Volumatic for repair and returned to support stock.
- Accidental damage is excluded from the warranty.

WARRANTY UPGRADE SUPPORT

- 2 year warranty upgrade is available, this upgrade is to be purchased at the same time as the Notecounter and will effectively provide 3 years cover (1 year warranty + 2 years warranty upgrade).
- Volumatic provide support stock.
- Phone fix attempted.
- If problem cannot be resolved over the phone, a replacement Magner is despatched to arrive next working day. (If call is placed before 2.30PM). This machine is a permanent replacement. The faulty machine is placed in the same container that the replacement machine arrived in while the driver waits. This machine is then returned to Volumatic for repair and returned to support stock.
- Accidental damage is excluded from the warranty Upgrade.

AFTER WARRANTY SUPPORT (IF WARRANTY UPGRADE NOT PURCHASED)

FIXED PRICE REPAIR – BOX SWAP

- The fixed price repair box swap is available at an additional cost.
- Top line phone support provided.
- If problem cannot be resolved over the phone, a replacement Magner is despatched to arrive next working day. (If call is placed before 2.30PM). This machine is a permanent replacement. The faulty machine is placed in the same container that the replacement machine arrived in while the driver waits. This machine is then returned to Volumatic for repair and returned to support stock.