

WARRANTY TERMS

- The CCI is guaranteed by Volumatic Ltd to be free from defects in software, material and workmanship for a period of 1 year from the date of purchase.
- This warranty does not apply to damage or defects due to the result of misuse*, accident or incorrect installation, external interference with cables, network failures or software enhancements.

*Misuse is defined as the product not being used in the manner it was designed for or being used in a manner contrary to the operating instructions whether deliberate or otherwise

WARRANTY SUPPORT METHODOLOGY

- If you have an issue with your CCI, please notify our helpdesk via one of the following two methods, either e-mail helpdesk@volumatic.com which will generate an automatic e-mail response, logging the call and issuing you with a unique 'case number'. Our helpdesk will then contact you to assist in resolving the issue over the phone. Alternatively you can call our helpdesk on 02476 584355 and speak to one of our helpdesk team.
- The Volumatic Helpdesk provides support from Monday to Thursday between 8:30am and 5pm and on Friday between 8:30 am and 4pm.
- If the issue cannot be resolved over the phone and has been identified as having a faulty module (i.e. Head, Stacker or Pouch Carrier) then this module will be "box swapped". The replacement module is despatched on the same day that the call is received (If placed before 2.30pm) and is delivered the next working day. The faulty module is also collected from site at the same time.
- The faulty module is returned to Volumatic and will be repaired and placed back into support Stock.
- If the issue is diagnosed as a faulty CCI or a cabling problem then a site visit will be arranged. The engineer will attend by the next working day if the call is placed before 2.30pm.

AFTER WARRANTY SUPPORT

- Please e mail info@volumatic.com or contact Volumatic sales department on 024 684217 for details.