

Dear Customer:

In order to provide you with promote & effective after sale service concerning parts replacement and technical assistance. We would like you to take notice of the following:

1. Please always keep record of the Machine Identification number, it is a three digits located on the corner of the machine base below the grounding terminal. See below picture.



The three digits identification number is unique to each individual weigher.

2. Please quote this three digits number when you require for the spare parts or technical assistance. This number will help us to identify if the machine is still within the warranty period and could help us to identify the software version etc.
3. Warranty period is 12 months starting from the day which the machine is dispatched plus one month. ie. If the machine leaves our facility on the 1st Jan, 2013. The warranty will end at 1st Feb, 2014.
4. Within warranty, both mechanical and electronic parts could be replaced free of charge. All damages caused by improper use are excluded. Customers are required to send back the damaged parts no later than 30 days.
5. Out of warranty period, free spare parts will no longer will provided.

We would like to thank you in advance for your cooperation. For any further questions, please do not hesitate to contact us.

Gantan Packaing Machinery Co., Ltd

29.03.2012