

CUSTOMER POLICY DOCUMENT

Warranty Policy & Service Support Terms

Built to Work. Backed When It Matters.

Document No.	CW-WARRANTY-01	Revision / Effective Date	October 2026
Applies To	New CRUXWELD-branded machines, systems and covered components, unless specific written order terms state otherwise		
Warranty Period	As specifically confirmed in the CRUXWELD quotation, Proforma Invoice, order confirmation, invoice or warranty certificate issued for the purchase		

OUR WARRANTY COMMITMENT

CRUXWELD stands behind every machine it supplies. If an eligible manufacturing defect is confirmed during the applicable warranty period, CRUXWELD will provide technical support and, as appropriate, repair or replace the affected covered component in accordance with the warranty terms confirmed for that order. Our objective is simple: to resolve genuine equipment issues fairly, practically and with the minimum avoidable downtime for your production.

AT A GLANCE**01****Order-specific period**

Your warranty period is stated in your CRUXWELD order documents.

02**Starts on invoice date**

Unless a commissioning date is agreed in writing for a project.

03**Repair or replace**

Eligible defective components are repaired or replaced under warranty.

04**Support continues**

Service, spares and repairs remain available after warranty ends.

1 Purpose of this Policy

This Policy explains how CRUXWELD warranty support works, what customers can expect from us, what information is required for a claim, and how different service situations are handled. It provides a clear framework while allowing the warranty period and service arrangement to be matched to the product, customer, project and delivery location.

2 Scope of Warranty

- This Policy applies to new CRUXWELD-branded equipment and system components supplied by Cruxweld Industrial Equipments Pvt. Ltd., or through a channel specifically authorised by CRUXWELD for the relevant sale.
- The warranty covers defects in material and/or workmanship that arise during normal intended use and are confirmed by CRUXWELD after technical evaluation.
- Special project equipment, tender supplies, OEM / private-label orders, export orders, customised machines, automation systems, AMCs and other contract-specific supplies may carry additional or different written terms. Where they differ from this general Policy, those specific written terms take precedence.

3 Applicable Warranty Period & Start Date

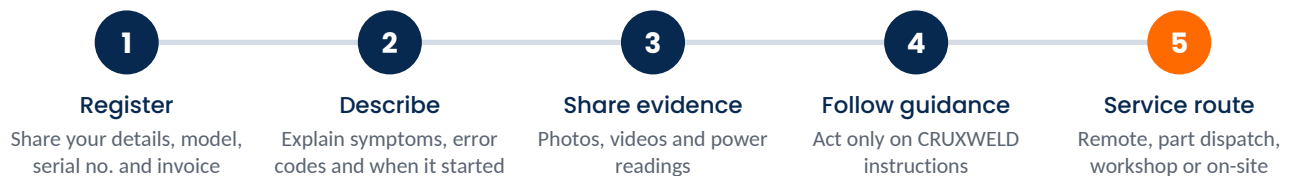
- CRUXWELD does not apply one generic warranty duration to every machine, customer or location. The applicable warranty period is the period **expressly stated in the CRUXWELD commercial document issued for your order.**
- Unless a different commencement date is specifically agreed in writing, the warranty starts from the date of the CRUXWELD sales invoice issued to the original purchaser.
- Where commissioning-based commencement has been specifically agreed for a project, the warranty starts from the date recorded in the relevant CRUXWELD commissioning / acceptance document.
- Any extension of warranty is valid only when confirmed by CRUXWELD in writing.

4 What CRUXWELD Warranty Support Includes

- Technical diagnosis and troubleshooting support for reported equipment faults.
- Repair of an eligible defective covered component, where repair is technically appropriate.
- Replacement of an eligible defective covered component, where CRUXWELD considers replacement the more appropriate remedy.
- Service coordination through CRUXWELD technical personnel, or a service engineer / service resource nominated by CRUXWELD for the particular case and location.
- Reasonable technical guidance on correct installation, operating parameters and preventive care, where relevant to the reported issue.

5 How to Request Warranty Support

For the fastest diagnosis, contact CRUXWELD Service at support@cruxweld.com or on +91 88008 82983. Our target is to acknowledge complete service requests promptly, normally within one business day.



5.1 Register the complaint

Share the customer / company name, contact person, machine model, serial number, invoice / order reference and machine location.

5.2 Describe the issue clearly

Provide the symptoms, any error code, when the issue started, the welding / cutting process in use, and whether the machine is completely stopped or partially operational.

5.3 Share diagnostic evidence

Photos, short videos, display / error screenshots, serial-number plate photographs and relevant power-supply readings may be requested. These often allow faster remote diagnosis and can avoid unnecessary movement of the machine.

5.4 Follow the technical instructions

Do not open, alter, bypass or replace internal parts unless CRUXWELD has specifically instructed you to do so for that service case.

5.5 Service route is confirmed

After diagnosis, CRUXWELD will advise whether the matter can be resolved remotely, requires a part to be sent, requires the machine / component to be inspected at a designated location, or requires an on-site visit where applicable.

A CUSTOMER-FRIENDLY PRINCIPLE

The presence of a non-warranty condition does **not** automatically cancel the entire machine warranty. If that condition is unrelated to the reported fault, CRUXWELD will assess the reported fault separately, on its own technical merits.

6 Technical Diagnosis, Inspection & Decision

- Warranty decisions are based on the reported symptoms, product history, service findings and, where necessary, technical inspection of the affected equipment or component.
- CRUXWELD may request reasonable operating information, such as input voltage, earthing condition, duty cycle, ambient conditions, consumable set-up or photographs of the installation, where these are relevant to the reported failure.
- If the fault is confirmed as an eligible manufacturing defect, the covered repair or replacement will be handled under warranty in accordance with the applicable order terms.
- If the fault is found not to be warranty-related, CRUXWELD will explain the reason and can offer a paid repair, replacement part, service visit or other practical solution. Any chargeable work will be communicated to you before it is undertaken.

7 Repair or Replacement

- Based on technical suitability and serviceability, CRUXWELD determines whether an eligible defect should be rectified by repairing the affected part, replacing it, or by another appropriate corrective action.
- Replacement of an entire machine is not automatically required where the fault can reasonably be corrected by repair or replacement of the affected component.
- Parts removed and replaced under warranty may be required to be returned to CRUXWELD and, where requested, become the property of CRUXWELD.
- A repaired or replaced component normally remains covered for the balance of the original machine warranty, unless CRUXWELD confirms a different period in writing.

8 Remote, On-Site & Return-to-Service Support

- Remote technical support may be used first where the issue can be safely and effectively diagnosed by phone, video call, photos, videos or operating data.
- Where physical attendance is required, CRUXWELD may coordinate a suitable service engineer or service resource according to the equipment, location and nature of the fault.
- On-site attendance, travel, lodging, local conveyance and related service costs are included only where the applicable quotation / order terms specifically provide for them. Where they are not included, applicable charges will be communicated in advance wherever reasonably possible.
- Some equipment or components may need to be sent to a CRUXWELD-designated service location for proper testing and repair.

9 Freight, Packing & Transit

- Freight for warranty service follows the commercial terms applicable to the order or the service case. Whenever practical, CRUXWELD will advise the recommended shipping method before equipment is dispatched for service.
- Machines / components sent for service must be packed adequately to prevent further transit damage. Damage caused by inadequate packing during a customer-arranged return is not treated as a manufacturing defect.
- Transit damage is handled separately from the manufacturing warranty. If equipment arrives visibly damaged, preserve the packaging, record its condition with photographs / video and notify CRUXWELD promptly so that the appropriate transport / insurance process can be followed.

10 Customer Responsibilities for Maintaining Warranty Support

- Operate the equipment in accordance with the CRUXWELD user manual, rating plate, product specification and safety instructions.
- Provide the specified input voltage, phase, frequency, protective devices and effective earthing for the equipment.
- Observe the rated duty cycle and avoid continuous overload beyond the machine specification.
- Carry out normal cleaning, inspection and preventive maintenance appropriate to the operating environment.
- Use consumables, accessories and replacement items of a rating and specification suitable for the machine and application.
- Do not alter safety circuits, internal wiring, firmware, control settings intended for authorised service, serial-number plates or machine identification labels without written approval from CRUXWELD.
- For CNC / automation equipment, keep a backup of customer-created programs, nesting files, recipes, parameters and production data before any service work, wherever applicable.

COVERAGE SUMMARY

COVERED UNDER WARRANTY	NORMALLY OUTSIDE MANUFACTURING WARRANTY
✓ Defects in material and/or workmanship in normal intended use	✗ Normal wear and process consumables
✓ Diagnosis and troubleshooting of reported faults	✗ Misuse, accident, impact or unauthorised dismantling
✓ Repair or replacement of eligible defective covered components	✗ Incorrect input power, poor earthing, surges or lightning
✓ Balance-of-warranty cover on repaired / replaced parts	✗ Operation beyond rated duty cycle, capacity or environment
✓ Service coordination by CRUXWELD or its nominated resource	✗ Unauthorised repairs, modifications or connected third-party items

This summary is for quick reference only. The detailed terms in Sections 2 to 13 and your order documents apply.

11 Conditions Normally Outside Manufacturing Warranty

The following are not treated as manufacturing defects where they are the direct cause of the reported failure. CRUXWELD will still assist with diagnosis and can offer paid service or replacement parts where appropriate.

- Normal wear and consumable use, including items that naturally wear during welding / cutting operation or routine handling.

- Damage caused by misuse, accident, impact, dropping, unauthorised dismantling, negligent handling or operation contrary to the product instructions.
- Damage directly caused by incorrect input power, phase loss, excessive or abnormal voltage fluctuation, inadequate earthing, external short circuit, lightning, surge, or unsuitable generator / power-source conditions.
- Damage caused by operation beyond the stated duty cycle, capacity, rated current, load, environmental rating or intended application of the equipment.
- Damage caused by abnormal contamination, severe corrosion, chemical exposure, water ingress, conductive grinding dust, metal particles or other environmental conditions beyond the equipment rating.
- Damage caused by repairs, modifications, bypassing or internal alterations carried out without CRUXWELD authorisation.
- Damage caused by an incompatible third-party accessory, spare part or consumable. Use of a third-party item does not by itself void unrelated warranty coverage; the exclusion applies only where the item is reasonably connected to the failure.
- Cosmetic marks, paint wear, minor scratches or appearance changes that do not affect normal machine function.
- Routine maintenance, cleaning, and calibration / adjustment arising from normal use, and replacement of normal wear items, unless specifically included in writing.

12 Consumables, Torches, Cables & External Accessories

- Consumables and normal wear components are not covered as manufacturing-warranty items merely because they require replacement during use. Examples include contact tips, nozzles, electrodes, liners, ceramic parts, O-rings, seals and similar process consumables.
- Welding torches, plasma torches, cables, connectors, holders, clamps, hoses, rollers and external accessories are assessed according to the specific warranty stated for the relevant product / order and the nature of the defect.
- Where an accessory or third-party branded component carries its own manufacturer's warranty, that warranty may apply to that item.

13 Power Supply, Installation & Operating Environment

- Correct electrical supply and earthing are essential for welding and cutting equipment. Where a fault may be power-related, CRUXWELD may request voltage measurements, phase information, generator capacity, earthing details or photographs of the installation.
- Installation or wiring work external to the CRUXWELD machine is the responsibility of the customer / site, unless CRUXWELD has specifically contracted to supply that work.
- Where a stabiliser, isolation transformer, suitable MCB / MCCB, dedicated earthing arrangement or other protective equipment is specified for an application, it should be installed and maintained accordingly.

14 International / Export Warranty Support

- For export orders, the applicable warranty period and support arrangement are those stated in the CRUXWELD Proforma Invoice, sales contract, quotation or other order-specific document.
- Remote diagnosis and parts-level support may be used to reduce international downtime and freight cost. Where physical service is required, the service method will depend on the destination and the order terms.
- International freight, customs duties, taxes, import / export charges, local clearance, travel and related logistics are included only where the relevant order specifically states so. Otherwise, they are handled according to the agreed commercial terms.

15 Proof of Purchase & Product Identification

- A warranty claim should be supported by a CRUXWELD invoice, warranty certificate or other traceable CRUXWELD sales document showing the product and purchase details.
- The machine serial number / identification plate should remain legible and unaltered. If identification is missing or damaged, CRUXWELD may request additional proof to verify product history and warranty status.

16 Support After the Warranty Period

- CRUXWELD support does not end when the warranty period ends. Subject to product age, technical feasibility and parts availability, customers can continue to obtain technical assistance, paid repairs, service coordination, spares and consumables.
- Where repair is no longer economical or technically advisable, CRUXWELD can recommend a suitable replacement or upgrade option.

17 Limitation of Warranty Remedy

- To the extent permitted by applicable law, CRUXWELD warranty obligations are limited to diagnosis and the repair or replacement of the eligible defective covered equipment / component, as described in this Policy and the applicable order documents.
- Unless specifically agreed in writing, the warranty does not include compensation for production loss, loss of profit, contract penalties, rental equipment, loss of use, third-party labour, indirect loss or consequential damages.
- Nothing in this Policy is intended to exclude or restrict any legal right or remedy that cannot lawfully be excluded or restricted.

18 Order-Specific Terms & Document Priority

- Where a CRUXWELD quotation, Proforma Invoice, sales contract, tender acceptance, warranty certificate or other written order document contains a specific warranty term, that term forms part of the warranty for that purchase.
- If there is a conflict between this general Policy and a specific written warranty condition issued by CRUXWELD for the order, the specific order condition prevails for that purchase.
- A customer purchase-order condition does not modify CRUXWELD warranty terms unless CRUXWELD has expressly accepted the modification in writing.

19 Governing Law & Resolution of Concerns

- Warranty concerns should first be escalated through CRUXWELD Service, so that the technical and commercial records can be reviewed and a practical resolution attempted.
- This Policy, and warranty matters arising from CRUXWELD supplies, are governed by the laws of India, subject to any mandatory applicable law and any different dispute-resolution term expressly agreed in the relevant contract.

SERVICE CONTACT

Email: support@cruxweld.com

Helpline: +91 88008 82983 | +91 129 489 2868

Website: www.cruxweld.com

For Cruxweld Industrial Equipments Pvt. Ltd.

Authorised Signatory / Service Head

ANNEXURE A

Warranty Support Information Sheet

Please complete this sheet and send it to support@cruxweld.com with your photos / videos when registering a warranty or service request. Complete information allows faster diagnosis.

Customer & Machine Details

Customer / Company	
Contact Person	
Phone / Email	
Machine Location	
Product / Model	
Serial Number	
Invoice / Order No.	
Invoice Date	
Applicable Warranty	As stated in the relevant CRUXWELD quotation / order / invoice / warranty certificate

Issue Details

Issue Reported	
Error Code / Display Message	
Date Issue First Observed	
Operating Process / Application	
Input Power / Phase	
Photos / Videos Attached	Yes / No

Recommended Claim Checklist

- ☐ Photograph of the machine serial-number / rating plate.
- ☐ Short video showing the issue, display / error code and machine behaviour, where safe to record.
- ☐ Invoice / order reference and delivery location.
- ☐ Brief description of what the machine was doing immediately before the fault.
- ☐ For power-related symptoms: available input voltage / phase / earthing information, if safely measurable by qualified personnel.
- ☐ For welding / cutting quality issues: consumable type / size, gas, current / voltage settings and material details, where relevant.

For CRUXWELD Office Use Only

Complaint / Ticket No.	
Date Received	
Assigned To	
Initial Diagnosis	
Warranty Status	Pending / Approved / Non-Warranty / Further Inspection Required
Corrective Action	
Parts Repaired / Replaced	
Closure Date	
Customer Confirmation	