

GTS Guarantee

This guarantee is for processing units and other products of GermanTwinscrewS GmbH

In the following the GermanTwinscrewS GmbH is named GTS.

The following terms of guarantee for screws and barrels only have validity, if the screws as well as the barrels were delivered by GTS and correctly installed by GTS service or after agreement with GTS installation done by customer. In doing so, the customer is obliged to send an e-mail to GTS (service@germantwinscrews.de) to register the order number, date of installation, number of machinery and actual count of hour-counter if possible. These agreements also obtain for the guarantee of 8to0- or vacuum-adapters and barrel heaters.

To guarantee a perfect assembling and an error-free operation for a long time period, all GTS products are thoroughly designed and constructed. A continuously manufacturing control and a detailed final check before delivery are granted. All products are delivered ready to install. Twin screws with a closed looped tempering system are ready for installation.

GermanTwinscrewS GmbH is liable for above mentioned delivery items, if caused by incorrect design, incorrect manufacture, faulty quality of material or faulty workmanship. A properly commitment of operation conditions is required.

Warranty will be excluded by inappropriate usage of above mentioned goods, by inappropriate or faulty start-up or machine assembling by a third-party, by natural wear, passage of foreign objects, inappropriate supplies, usage of inappropriate electro-chemical or electric influence or other faulty handlings. This is also valid, when new screws are inserted into „used/ worn“ barrels or are used with incorrect formulas with an extremely abrasive behaviour (i.e. quartz or quartiferious components, inorganic filling components with more than 25pph, inorganic hard components or components with a part TiO₂ above 10pph, or basic mistakes in formula of PVC-formulation). Also an inappropriate usage with an extremely small feeding degree or the usage of contaminated reclaims will exclude warranty.

If GTS parallel screws are not used with GTS barrels, those barrels, they have to be new, needs to observe a minimum measure of absolutely +/-0,05 mm in centre distance for the whole length. The bore diameter must have a maximum absolute tolerance of 0,05 mm. The running surface of the barrel should be prepared by honing or grinding, with a maximum roughness of Ra >0,75.

GTS guarantee for conical GTS twin screws is only valid, if delivered and installed in GTS barrels.

Extrusion Technology is GTS Technology

GermanTwinScrews GmbH	Bank	Commerzbank Emden	Bank	Sparkasse Aurich-Norden	MD	Dr. Ernst Krüger
Wiesener Weg 28		Germany		Germany	HRB	Aurich B203760
26632 Ihlow, Germany	Konto	493485700	Kt.-Nr.	145 3991 19	VAT	DE 306 846 456
phone +49 171 999 77 77	Swift / BIC	COBADEFF284	Swift / BIC	BRLADE21ANO		www.germantwinscrews.de
fax +49 4943 40571 56	IBAN	DE41 2844 0377 0493 4857 00	IBAN	DE09 2835 0000 0145 3991 19		info@germantwinscrews.de

GTS guarantees for all GTS standard nitrated products for at least one-and-a-half-year production time or alternative 8.000 hours. GTS guarantees for all GTS PTA welded TC screws and bi-metallic barrels for at least two years production time or alternative 12.000 hours. The period of guarantee begins with date of start-up, however not later than three months after delivery. If there is a reason for guaranty during this time, which obviously influences the manufacturing and/ or a wear emerges GTS needs to be informed directly per e-mail to „service@germantwinscrews.de“ with the remark "guarantee" and a definition of the problem.

The customer gets short-term information about further procedure. In case of a reasonable claim the goods will be picked up by GTS and then repaired or completely replaced. GTS bears the costs, when claims are reasonable. Basically, cause and effect will be discussed at customer's company by a responsible employee of GTS.

If there is no obvious reason for damage or other conditions, GTS offers a prorated agreement.

We recommend our customers for measuring the set of screws and barrels once a year and for documenting the results of measurements. Therefore, we can provide our customer a blank form and an instruction. Basically, GTS offers a measurement of the sets of screws and barrels after making a date arrangement for a fixed amount of EUR 500,00 plus travel expenses. In this case the customer will receive a documented status report with graphics of wear.

Our general terms and conditions of business as well as our service and engineering conditions apply. You can consult or download these terms under "www.germantwinscrews.de/home/general-terms-and-conditions/".

GTS assumes no liability for exceeding damage claims like damage to people or property, loss of profit or production, irrespective of the legal basis. GTS's liability is only valid for GTS goods, all other liabilities are excluded.

We wish our customers many years of successful usage of our sets of screws and barrels and all other items of delivery.

These conditions are valid for all new customers. For our long-term customers, we can arrange customized special warranty conditions.

Ihlow, 01.03.2016

E x t r u s i o n T e c h n o l o g y i s G T S T e c h n o l o g y					
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