



A G S O L

# WARRANTY TERMS & CONDITIONS

AGSOL HAMMER MILL  
Latest update: March 2025

## 1. Product Description

**1.1** The Hammer Mill and peripheral components supplied by Agsol are covered by a product warranty against defects in materials and workmanship.

**1.2** Should a manufacturing defect be identified within the warranty period, Agsol Ltd. (Agsol) will, at no expense to the Agsol Accredited Distribution Partner (Agsol Distributor) and/or End Customer, either repair or replace the product and cover the related shipping expenses. For this warranty, "End Customer" shall mean the purchaser of the product.

**1.3** Product warranties remain valid under the condition that the product was appropriately installed by an Agsol Distributor and used in accordance with the provided user manual.

## 2. Warranty Period and Activation

**The following warranty period applies:**

Hammer Mill, Solar charge controller, Agsol battery, AC/DC power converter.  
**1 year from the date of purchase. To activate warranty, register your product.**

## 3. Warranty Exclusions

**A product will not be warranted in the following situations:**

**3.1** The warranty period has expired. The warranty period shall commence from the date of sale to the End Customer, as indicated on the warranty card.

**3.2** The product has been subjected to misuse, neglect, abuse or has been tampered with, whether by accident or other cause. Such conditions will be determined by Agsol at its discretion.

**3.3** The product warranty shall be rendered void if the customer fails to use an approved Volt Guard (only applicable to the AC version of the Hammer Mill).

**3.4** The product has been installed, dismantled/reassembled, repaired, or serviced by someone other than an Authorised Technician or without Agsol Distributors' guidance or supervision. For this warranty, "Authorised Technicians" are technicians who are employed by Agsol Distributors.

**3.5** The product is damaged due to: Natural disasters, such as by lightning, cyclone, flood, earthquake, fire, etc. Pests, such as rats, insects, etc. Exposure to water, either natural (rain), washing or submersion. Other natural environmental, atmospheric conditions or external factors.

**3.6** The product has not been used or maintained as per the user manual.

**3.7** The failure is due to normal wear of consumable machine parts such as screens or hammers. The End Customer is responsible for replacing consumable parts, which can be purchased from the Agsol Distributor.

#### 4. Warranty Transfer

**4.1** Warranty Extension: Agsol shall extend the warranty for the products to Agsol Distributor, who, in turn, shall convey the same warranty terms and conditions to the End Customer. As such, the Agsol Distributor shall take responsibility for:

- Ensuring that the End Customer is provided with all essential documentation detailing the warranty terms and conditions at the time of purchase.
- Providing Agsol with all necessary documentation, including sales records, to facilitate the evaluation and confirmation of whether a defect falls under the purview of the warranty.

#### 5. Warranty Claim Procedure

**5.1** If the End Customer wishes to submit a claim under warranty, a notification shall be filed via phone or email by the consumer to the Agsol Distributor who supplied the affected Hammer Mill and/or peripheral components.

**5.2** The Agsol Distributor initiates contact with Agsol to report any warranty-related concerns before returning the product for repair. If the fault is covered by the warranty, Agsol will undertake the necessary repairs or provide a replacement at no cost, with complimentary return shipping to the Agsol Distributor.

**5.3** Non-Warranty Repairs: If an inspection reveals that the fault is not covered by the warranty, Agsol will furnish a quotation detailing the repair costs, as well as any associated shipping expenses for returning the product. Upon receipt of payment, the product will be promptly repaired and returned to the Agsol Distributor.

#### 6 Support

Ensure the continuous smooth operation of your Hammer Mill and maintain warranty coverage by exclusively using genuine spare parts from the original manufacturer (Agsol).

For spare parts and technical support, kindly reach out to the Agsol Distributor that you bought the Hammer Mill from or call

**Agsol Customer Support +254 700 300 200.**