



# Practical Guidance

## Leister 5-Year Warranty

This document provides additional information on how warranty claims are assessed. It is intended to promote transparency for the customer. However, in cases of ambiguity or doubt, the official Terms & Conditions shall prevail.

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Leister provides end customers with a manufacturer’s warranty **of 5 years from the date of purchase** on devices and machines that have been obtained through **authorised sales partners** and properly registered. The warranty covers **material and manufacturing defects** that occur despite proper use, maintenance, and storage. It includes defects attributable to processing or material faults present at the time of purchase and is limited to the repair or replacement of the device. Incidental or consequential damages are not covered.

## Warranty Rules

In order for the device to be repaired under the 5-year warranty, the answers to all questions on the checklist must correspond to the green symbols.

|                                                                                                                                   | Yes                                 | No                                  |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| <b>Is the device still under warranty?</b><br>(Without registration, only the statutory warranty or a 12-month warranty applies.) | <input checked="" type="checkbox"/> |                                     |
| <b>Was the device purchased from an authorised Leister partner?</b>                                                               | <input checked="" type="checkbox"/> |                                     |
| <b>Was it registered on <a href="http://www.leister.com">www.leister.com</a> within 30 days of purchase?</b>                      | <input checked="" type="checkbox"/> |                                     |
| <b>Was the damage caused by a manufacturing defect or faulty workmanship?</b>                                                     | <input checked="" type="checkbox"/> |                                     |
| <b>Is there improper use or lack of maintenance?</b>                                                                              |                                     | <input checked="" type="checkbox"/> |
| <b>Is there excessive wear on the device?</b>                                                                                     |                                     | <input checked="" type="checkbox"/> |

More information about the Leister 5 years warranty as well as frequently asked questions (FAQ) you can find on our [website](#) and in the [Terms and Conditions](#).

## Excluded from Warranty

The following are specific cases that are **excluded from** an extended **5-year warranty**. The list of Use cases is not exhaustive, but is intended solely as a guideline and for classification purposes.

### Wear and Tear Parts and Consequential Damage

Wear and tear due to use or natural ageing of components such as heating elements, mica tubes, seals, filters, nozzles, electrical parts such as carbon brushes, rotors, collectors, mechanical parts such as bearings, gears, heating wedges, couplings, chains, accessories such as handles or transport cases.



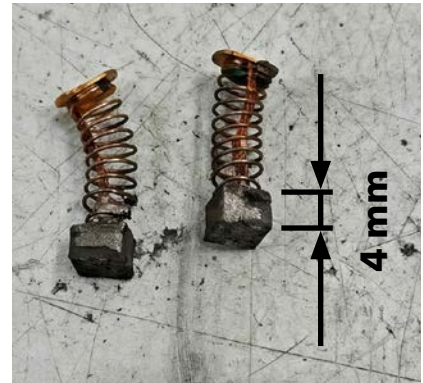
#### Gasket

Wear caused by reflected heat (yellow discolouration).



#### Mica tube

Wear caused by frequent heating to high temperatures (heat from heating element).



#### Carbon Brushes

Wear due to normal use. Carbon brush stop at 4 mm remaining length.



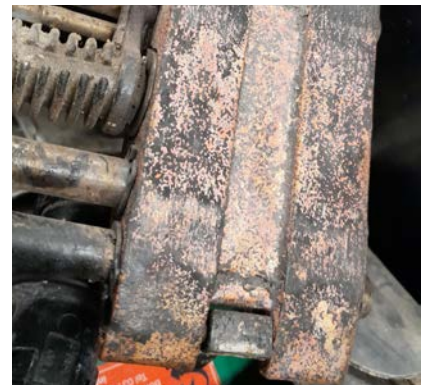
#### Nozzle (Extruder)

Customer's attachment of the welding shoe causes indentations.



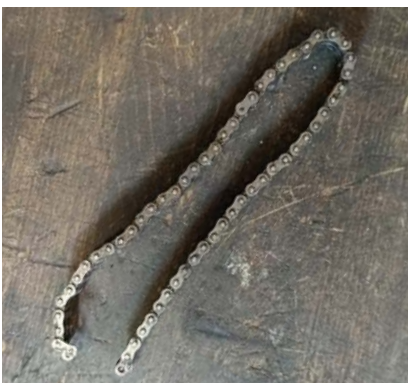
#### Rotor/Commutator

Normal wear and tear on the collector after repeated carbon brush replacement.



#### Hot wedge

Wear and tear due to frequent welding. Welding temperature set to maximum.



#### Chain

Damage caused by excessive pressure.



#### Welding shoe

Wear and tear of welding shoes due to frequent use.



#### Cable

Damage caused by improper use, e.g. pulling over edges or repeatedly bending the mains connection cable.

### Improper Use and Maintenance

Damage caused by incorrect use, improper handling, overheating or failure to observe the operating and maintenance instructions. Damage resulting from inadequate or neglected maintenance, e.g. due to dust accumulation or lack of lubrication.



External influence, impacts, etc.



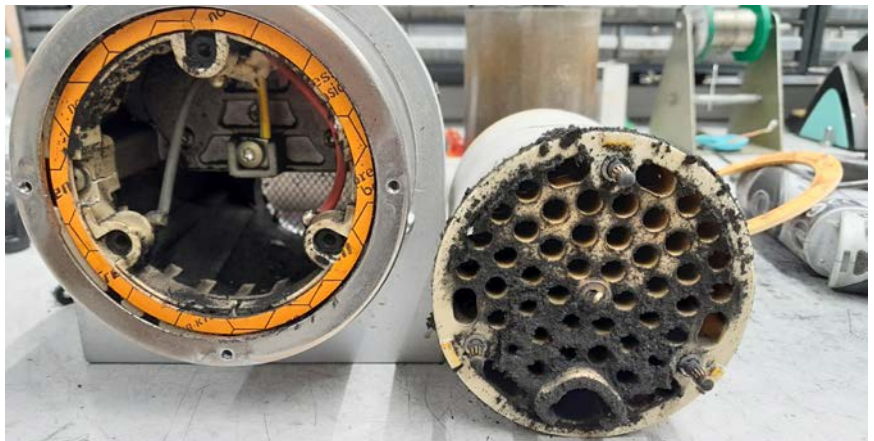
**Heavy dirt**  
Heavy dirt buildup causes bearing to be blocked and inhibited



Filter not installed



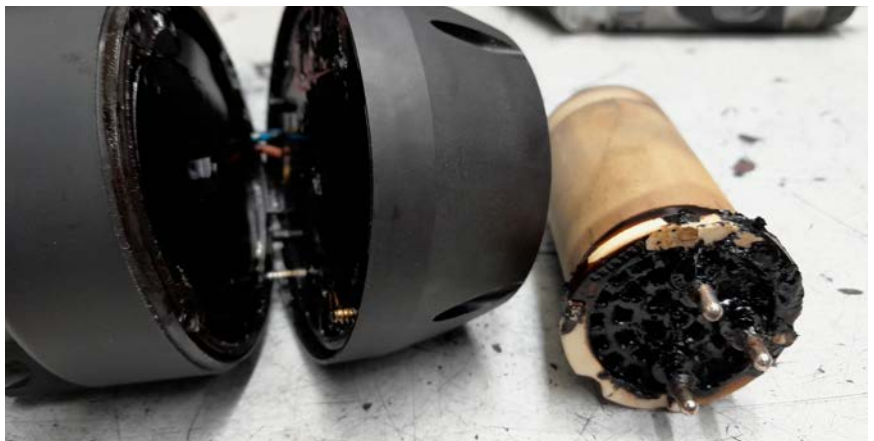
Lack of maintenance, device very dirty



Heavy dirt



Filter not installed



Damage caused by external fumes



Bent pressure adjustment screw due to excessive joining pressure in GEO devices (image does not show damage)



Scratches on screen

## Batteries and Chargers

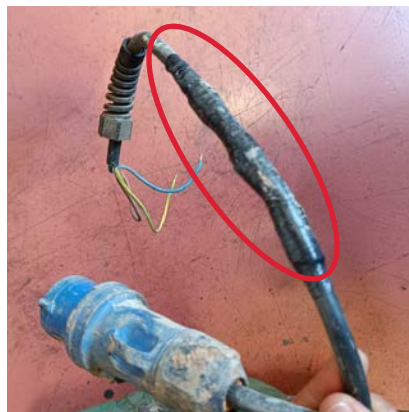
Special warranty conditions apply to batteries and chargers (see [leister.com](http://leister.com)).

## Unauthorised Modifications and External Influences

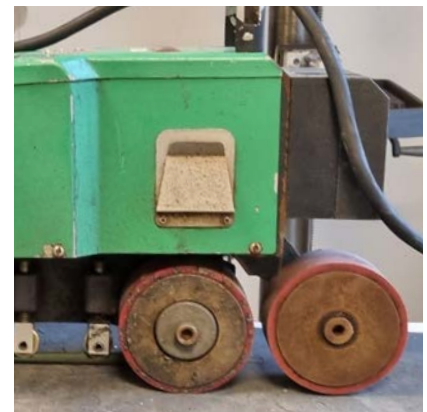
Use of unauthorised accessories or spare parts, damage caused by external influences such as falls, water, frost, power fluctuations, power surges, operation with incorrect mains voltage or power type, chemical influences, interference by unauthorised service centres, disassembly or modifications, products with removed or illegible serial numbers.



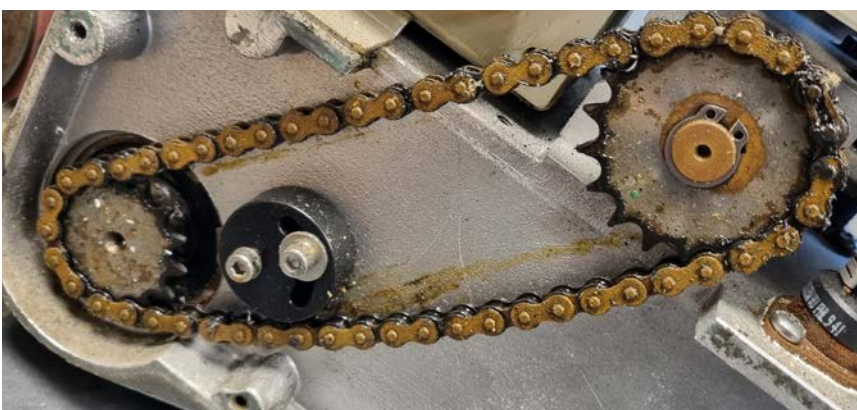
Corrosion of moving parts



Use of a damaged cable.



Corrosion



Corrosion



Overvoltage



Incorrect handling: Two welding wires were inserted together, causing the plastic to be pushed back.



Incorrect handling: Small stones were drawn in with the welding wire and damaged the screw.



Unreadable serial number



Corrosion caused by welding of PVC

## Excessive or Improper Use

Continuous operation not expressly mentioned in the operating manual.

If continuous operation of a device isn't specified in the manual (like with HOTWIND), any resulting damage from continuous use is not covered by the warranty.

## Failure to Carry Out Recommended Repairs and to Replace Parts Identified as Necessary, and Consequential Damage

If damage is attributable to the customer's failure to carry out recommended:

- Repairs
- Replace necessary parts
- Wear parts were not replaced or were replaced too late
- Maintenance measures were omitted

This applies in particular to consequential damage caused or contributed to by unrepaired or worn parts. In such cases, all repairs will be carried out exclusively at the customer's expense; there is no entitlement to free warranty services.

## Brushless Motors

Leister products equipped with brushless motors are engineered for long service life and minimal wear. Under normal operating conditions, these motors are designed for an expected service life: blower motors of up to 10 000 and drive motors of up to 5000 operating hours. These values are indicative and reflect our engineering expectations – it is not a guaranteed operating time.

### Covered under warranty

The standard 5-year warranty covers defects in materials and workmanship under normal use.

A failure is typically covered under warranty if:

- It occurs within the warranty period
- The product has been used within its specified operating conditions
- There are no signs of external damage or misuse
- The failure is not the result of normal wear over time
- The general conditions for granting warranty are fulfilled (e.g. tool registration)

### How warranty cases are assessed

To ensure fair and consistent decisions, each case is individually evaluated based on:

- Operating data (e.g. running hours, load, conditions)
- Product condition (visual inspection for wear, damage, or misuse)

### Examples of damages usually covered under warranty

- Motor failure under normal conditions (motor did not run under overtemperature, overvoltage or overcurrent conditions)
- Electrical or mechanical defect without signs of external damage

### Examples not covered under warranty

- Failures consistent with advanced wear after extensive usage
- Operating hours > 10 000 hrs for blower and > 5000 hrs for drive motors
- Failures caused by impact (e.g. dropped unit causing structural damage)
- Operation outside specified limits (e.g. overload: overtemperature, overvoltage or overcurrent, unsuitable environment)