

Extension of SIP + 1-year guarantee

SIP 3-year warranty means 2 years general warranty, and the possibility of extending it to one additional year without restrictions.

$$3 = 2 + 1$$

This will allow you to repair your Extended Warranty Machine for an additional year after your general warranty expires.

What the Extended Guarantee brings to CUSTOMER

- Long-term protection against unexpected costs of machine repairs.
- Machine maintenance and repair at authorized service centers.
- Use of original SIP spare parts.
- Maintaining Machine Value / Higher Resale Value.
- Use of machine data throughout its service life.
- The guarantee is transferable (continued personal use).

What is the subject of an extended warranty

One year renewal is possible for machines with a build year from 2020.

Signing up for an extended warranty

- The application for the conclusion of the extended warranty must be submitted by the end user 30 days before the expiry of the 2-year general warranty at the seat of an authorized service center.
- Following this request, and after verifying the information, our service center will perform a service inspection of the machine to check the technical integrity of the machine.
- The customer must pay for the cost of the inspection, which amounts to one service hour of an authorized service center.
- In case of damage or excessive wear of consumables and safety components that are not subject to a valid 2-year general warranty, the customer must remove them within 30 days after the inspection.

Provisions

- The authorized service center is a sales service organization (dealer) or an independent service provider that has obtained SIP authorization. It is evidenced by the authorization of the premises and equipment necessary for performing the service activity, and by trained personnel, whereby the competence is evidenced by a certificate issued by a SIP or SIP authorized person. The training of the service personnel is carried out at the headquarters of the SIP company or the headquarters of the assignee, following the prescribed program for the systematization of training, taking into account a certain level and periodicity.
- The technical integrity of the machine is checked against the points of the control protocol, which contains the following elements:
 - visual inspection such as unjustified damage and wear and tear to working bodies, drive elements and safety components.
 - Functional inspection: disassembling and folding the machine, idling.
 - Assessment of maintenance required.

Information

For any questions you can contact our authorized service centers and SIP customer support: tel .: +386 (0) 3 703 8 500 or service@sip.si. We are happy to advise you from Monday to Friday between 7 am and 3 pm.