

Warranty policy



This warranty policy is applicable for the following machines:

- Spiral Conveyors
- Monorail Conveyors
- Twister Conveyors
- Bucket Elevators

Our standard warranty will grant 2 years (24 months) on manufacturing and quality defects commencing from the date of test run and commissioning but not more than 30 months from the date of delivery, unless otherwise agreed in writing or in the contract. This warranty is not applicable for wear parts (see the Spare Parts list for wear parts).

All deliveries are according Orgalime conditions, unless otherwise agreed in writing or in the contract. All damages within the agreed period of guarantee due to failure of used materials, Royal APOLLO will rectify design faults and/or construction failures as soon as possible.

The costs of these rectifications are for Royal APOLLO. Within the warranty period Royal APOLLO shall carry out the activities at Royal APOLLO's option.

Royal APOLLO VTS is not liable for any warranty, guarantee and other damages in the following cases:

- Damage caused by transport when transport is not arranged by Royal APOLLO
- The machine is polluted with grit, mortar, chalk or other building materials
- Issues caused by fasteners getting loose
- Unqualified personnel assemble, alteration or repair the machine.
Unqualified personnel is personnel that does not know the content of this user's manual
- Damage caused by insufficient maintenance according to the maintenance table and manual and maintenance activities are under the responsibility of customer or enduser

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- Replacement of parts caused by normal wear and tear
- Damage caused by insufficient or incorrect maintenance according to the instructions in the manual and as given in the maintenance table (maintenance activities are under the responsibility of the customer or end user)
- Damage due to incorrect washing activities/procedures
- Damage caused from incorrect installation and/or miss-use of safety devices such as chain tensioning sensor, overloading sensor, etc.
- Parts which are not purchased from Royal APOLLO
- Costs resulting from removal and/or installation of the machine by parties other than Royal APOLLO
- Costs (such as third party product damage, operation breaks, production loss, etc.) which arise as a result of failure or damage of the machine or any other warranty claim related to the machine
- Damage to the pneumatic cylinder because the specifications do not meet ISO 8573-1:2010
- Damage or failure of the machine in the situation that other parts than the original parts of Royal APOLLO are assembled
- The machine has been installed in a wet surrounding without protection for the motor and control panel
- The machine has been connected to the electricity supply in a wrong way
- The machine is not anchored to the ground
- The damage consists, or is due to, a burned electromotor
- The integration of the machine is not done in accordance with the integration prescription
- Damage or failure due to loads higher than specified in the order confirmation and machine plate
- Damage or failure due to speeds lower and/or higher than specified in the order confirmation and machine
- Damage or failure due to products different than specified in the order confirmation and machine plate



The ROYAL APOLLO GROUP consists of:
APOLLO VTS, APOLLO ISC, APOLLO LS, APOLLO SERVICE and RYSON International

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