

Warranty Terms and Conditions

1. Warranty Coverage

BAK Technology AG warrants that BAK products are free from defects in material and workmanship under normal use and service for a period of five (5) years from the date of purchase.

The warranty is valid only for the end user of the product, bought through BAK, an official BAK-Partner or BAK-reseller.

During the warranty period only BAK Technology AG or BAK authorized sales and service centers, at its sole discretion, will repair or replace defective parts or products determined to have failed due to manufacturing defects. The warranty period does not extend or restart after a repair or replacement.

2. Registration

To qualify for the 5-year warranty, the product must be registered within 30 days of the date of purchase, and a copy of the invoice needs to be provided. It's the customer's responsibility that the invoice sent is readable and all the information is on there. If this is not the case the warranty can be declined. The registration must be filled out online.

The form can be found through scanning the QR-code provided at the end of this page.

After filling out the form you must receive a confirmation email (in the next 24 hours at the latest), this email is your proof and mandatory when wanting to make a warranty claim. Should you for some reason not receive the confirmation email please contact info@bak-ag.com

3. Warranty Claim Procedure

In the event of a warranty claim:

- Contact your authorized BAK-partner
- Provide the product serial number, proof of purchase and the confirmation registration e-mail
- The product must be returned for inspection if requested
- The customer is responsible for all shipping, transportation and insurance costs associated with returning the product to an authorized BAK service center. BAK Technology AG will determine whether repairs or replacements are covered under this warranty.

4. Exclusion

The following items are considered wear parts and are excluded from the warranty:

- Heating elements and heater tubes
- Carbon brushes
- Bearings, gears and chains
- Mica tubes, seals and filters
- Batteries and battery chargers
- Nozzles, hoses and accessories
- Consumable parts and components subject to normal wear

5. Damage not covered

This warranty does not cover:

- Damage caused by misuse, abuse or negligence
- Incorrect voltage supply or improper electrical connection
- Overheating or inadequate cooling
- Water ingress, contamination or chemical exposure
- Accidental damage, dropping or impact
- Improper storage or lack of maintenance
- Use contrary to operating instruction
- Unauthorized repairs or modifications
- The use of non-original spare parts or accessories
- Normal wear and tear

6. Limitation of Liability

This warranty is limited to repair or replacement of defective products or parts. BAK Technology AG shall not be liable for:

- Loss of production
- Loss of profit
- Downtime or delays
- Consequential, incidental or indirect damage
- Costs associated with installation, removal or transportation

7. Commercial use

BAK Technology AG products are designed for professional and industrial applications. Components subject to normal wear through commercial use are considered consumable items and are excluded from warranty coverage.

8. Spare parts availability

BAK Technology AG will make reasonable efforts to maintain spare parts availability for discontinued products; however, availability cannot be guaranteed indefinitely.

9. Governing Law

This warranty shall be governed by the laws of Sarnen, Obwalden, Switzerland. Any disputes arising from this warranty shall be subject to the jurisdiction of the competent courts in Sarnen, Obwalden, Switzerland.

10. Warranty void

This warranty becomes void if:

- The product serial number has been removed, altered or is illegible.
- The product has been modified without written authorization from BAK Technology AG
- Repairs have been carried out by unauthorized service personnel.
- Non-original BAK spare parts have been installed

This warranty gives the purchaser specific legal rights. These rights may vary depending on local laws and regulations. Nothing contained in this warranty limits any mandatory statutory rights that cannot legally be excluded.

11. QR-Code for registration form

BAK Technology AG
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6064 Kerns, Switzerland
warranty@bak-ag.com

Effective date: 01.11.2026