



## RUPES WARRANTY EXTENSION CONDITIONS (for End Users)

*Updated: 02 Aug 2024*

Rupes' professional tools have a one-year warranty as standard for professional users starting from the date of purchase. By registering your Rupes tool within 30 days from the purchase date you will get a warranty extension for those tools.

Rupes will provide the warranty service at no charge to the end user only for the defects of the material and workmanship during the production. This warranty is extended only to the end-use purchaser of the product.

**The warranty extension / registration is VALID only if it meets below conditions:**

- Warranty extension is applied only for new tools purchased from an official Rupes dealer starting from 1<sup>st</sup> Sept 2024 and with serial number starting from "2024 04..." (Check with your official local Rupes dealer to know which models can be registered.)
- Tool should be registered online at <https://app.rupes.com/warrantyPlus/> within 30 days from the original purchase invoice date.
- The end user may register for the warranty extension of tools only in the originating country selling the tool to the end user.
- End users must give their consent to accept terms & conditions, which is required to confirm online. The service offer may differ according to country and dealer.
- Each tool must be registered separately. Registration and additional warranty cannot be transferred to another person or company.
- The Warranty extension may not be valid for some countries. Check with the local dealers if you cannot register the tool as it might be for this reason.

The Warranty Extension Certificate (you can download it in your account) with the original invoice showing the date of purchase and the serial number of the tool are needed as proof of the extended warranty when you send the tool to our Authorized repair center for warranty repair. Your statutory rights remain unaffected.

**The warranty does NOT apply to:**

- any damage to the product that is the result of misuse or improper or lack of maintenance
- any product that has been altered or modified
- any product where original identification (trade mark, serial number) markings have been defaced, altered or removed
- any damage caused by not following the instruction manual and Rupes safety and operating instructions.
- any product which has been attempted to be repaired by a non-authorized service provider by Rupes.
- any product connected to improper power supply (amps, voltage, frequency)

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Tel.: +39.02.946941 - Fax: +39.02.94941040 - E-mail: [info\\_rupes@rupes.it](mailto:info_rupes@rupes.it) - Website: [www.rupes.com](http://www.rupes.com)

The logo for RUPES, featuring the word "RUPES" in a bold, white, sans-serif font with a registered trademark symbol (®) to the upper right, set against a solid red rectangular background.

- any damage caused by external influences (water, chemical, physical, shocks,...)
- normal wear and tear of spare parts
- inappropriate use, overloading of the tool
- use of non-approved accessories or parts
- accessories provided with the tool or purchased separately.
- Components (parts and accessories) subject to natural wear and tear, including but not limited to carbon brushes, Rubber shroud, power cord, auxiliary handle, sanding plate, backup pad, dust bag, dust exhaust hose, connector fittings, etc.
- Products used for series production applications and supplied to rental companies

A repair/replacement under this warranty is free of charge. It does not constitute an extension or a new start of the warranty period. Exchanged parts or tools become Rupes' property.

Any parts not replaced are not affected and remain under their original warranty period. If an entire tool has to be replaced under warranty it is warranted only for the remaining balance of its original warranty period.

Rupes reserves the right to make changes to this manual without prior notice.

**Batteries and chargers are excluded from this warranty extension.**

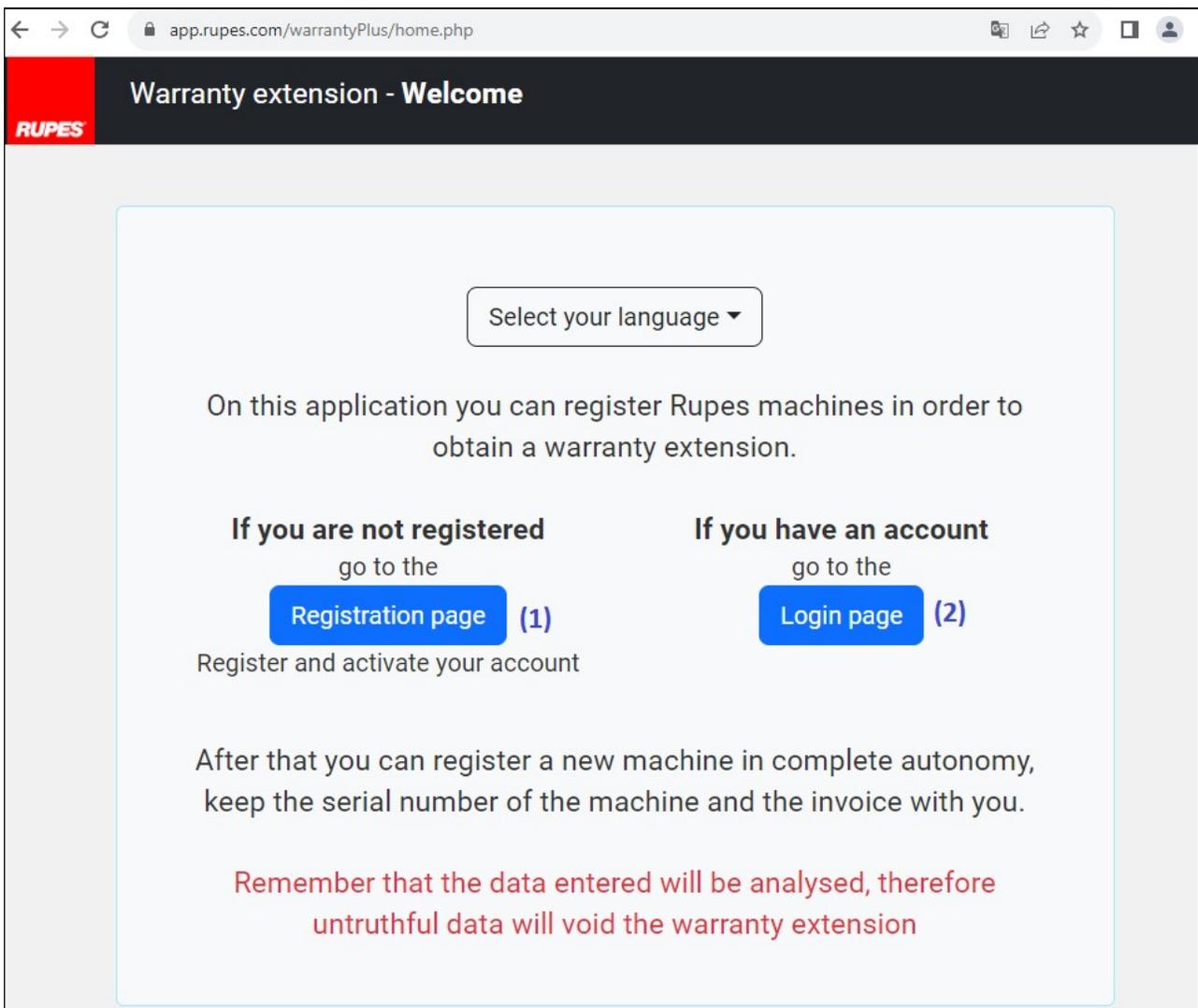


## Guidelines for Warranty Extension Registration

Client can register their account firstly and then register his tools at the link

<https://app.rupes.com/warrantyPlus/>

- select your language.
- select “Registration page” (1) if you are not registered
- Click “Login page” (2) if you already have an account and need to register other tools.



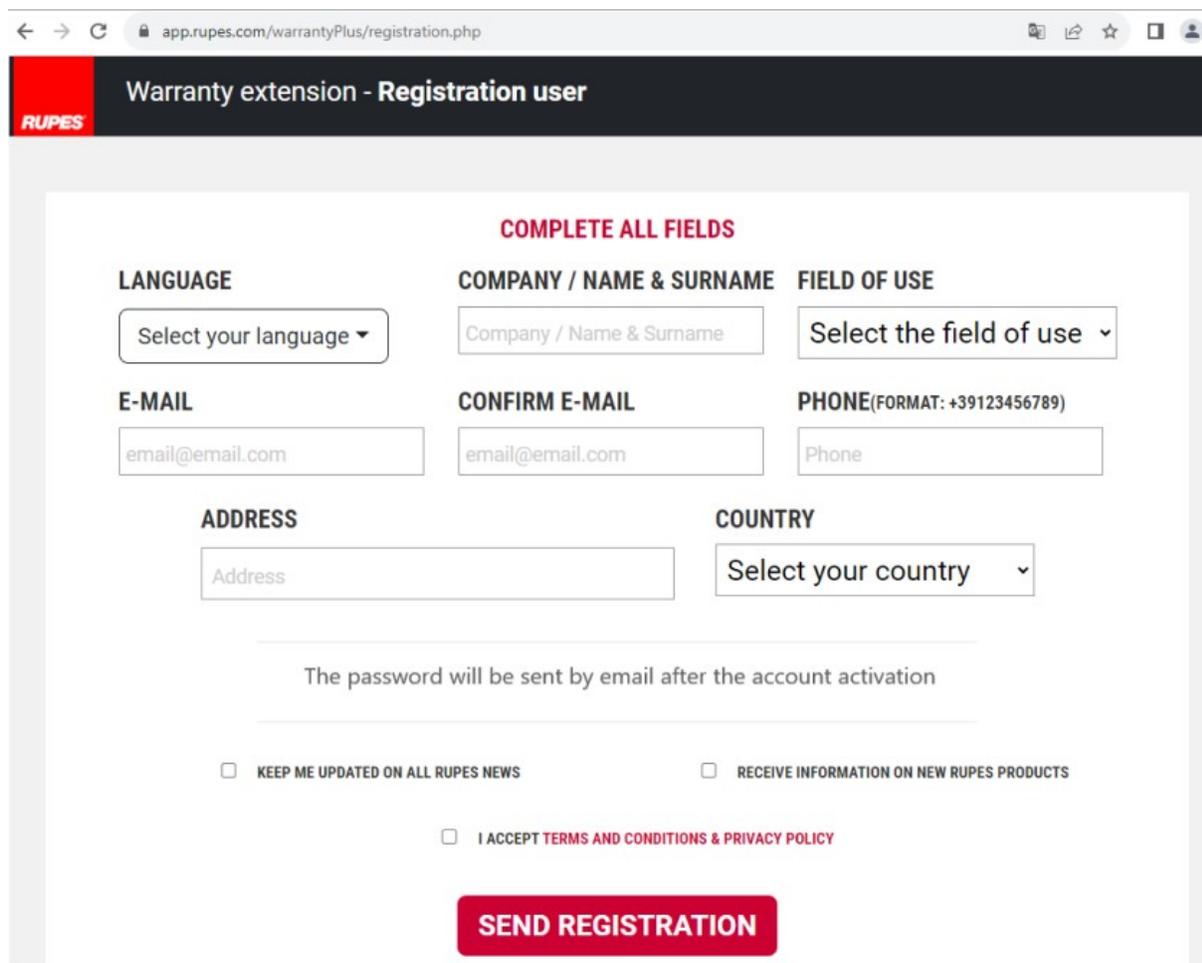
The screenshot shows a web browser window with the URL [app.rupes.com/warrantyPlus/home.php](https://app.rupes.com/warrantyPlus/home.php). The page title is "Warranty extension - Welcome". At the top left is the RUPES logo. Below the header is a language selection dropdown menu labeled "Select your language". The main content area contains the following text: "On this application you can register Rupes machines in order to obtain a warranty extension." Below this, there are two columns of instructions. The left column is titled "If you are not registered" and instructs users to go to the "Registration page (1)" and register and activate their account. The right column is titled "If you have an account" and instructs users to go to the "Login page (2)". At the bottom, a red warning message states: "Remember that the data entered will be analysed, therefore untruthful data will void the warranty extension".

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**(1) Registration page:**

- On the Registration page, fill in all the fields with your data and click “Send Registration” (each email can be registered only one time for one person)



The screenshot shows a web browser window with the URL `app.rupes.com/warrantyPlus/registration.php`. The page title is "Warranty extension - Registration user". The main content area is titled "COMPLETE ALL FIELDS" and contains several form fields:

- LANGUAGE**: A dropdown menu with the text "Select your language".
- COMPANY / NAME & SURNAME**: A text input field with the placeholder "Company / Name & Surname".
- FIELD OF USE**: A dropdown menu with the text "Select the field of use".
- E-MAIL**: A text input field with the placeholder "email@email.com".
- CONFIRM E-MAIL**: A text input field with the placeholder "email@email.com".
- PHONE(FORMAT: +39123456789)**: A text input field with the placeholder "Phone".
- ADDRESS**: A text input field with the placeholder "Address".
- COUNTRY**: A dropdown menu with the text "Select your country".

Below the form fields, there is a message: "The password will be sent by email after the account activation".

At the bottom of the form, there are three checkboxes:

- KEEP ME UPDATED ON ALL RUPES NEWS
- RECEIVE INFORMATION ON NEW RUPES PRODUCTS
- I ACCEPT TERMS AND CONDITIONS & PRIVACY POLICY

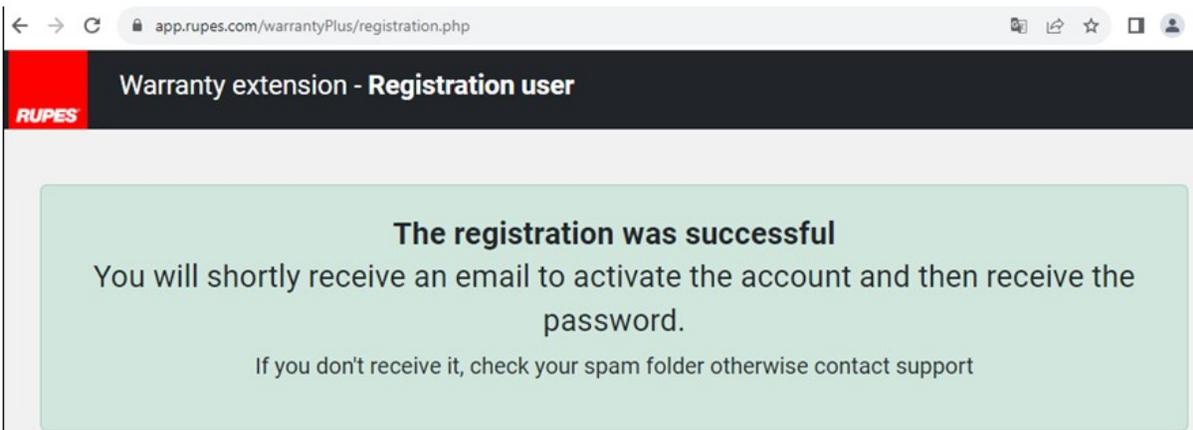
A large red button labeled "SEND REGISTRATION" is positioned at the bottom center of the form.

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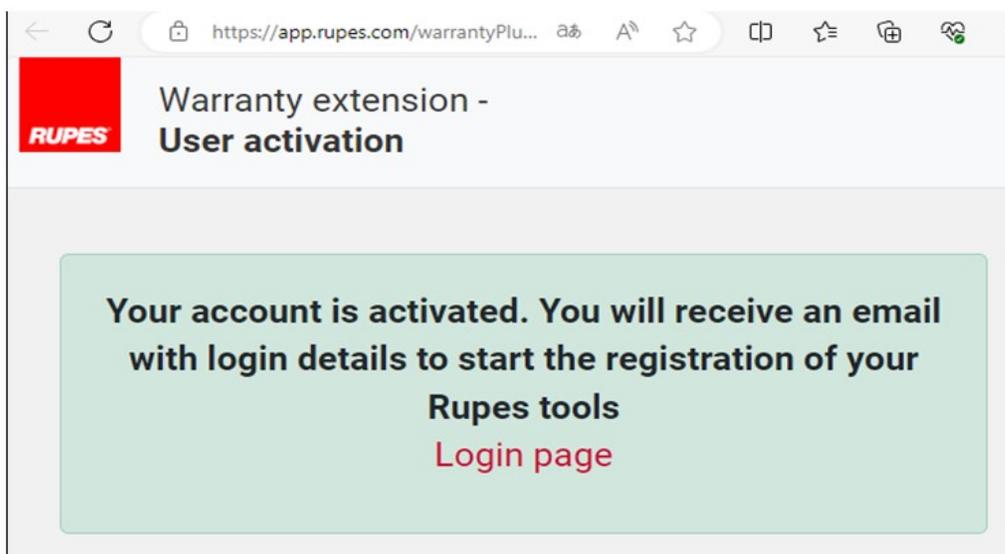
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The RUPES logo is displayed in white, bold, italicized capital letters on a red rectangular background.

- After clicking “Send registration” you will see the message below:



- You will receive an email with the link for activation of your account. It may take some time until you receive the email.
- After clicking on the activation link in the email you will see the message below and also receive another email with the confirmation of account activated with the password for login to start the registration of your Rupes tools.



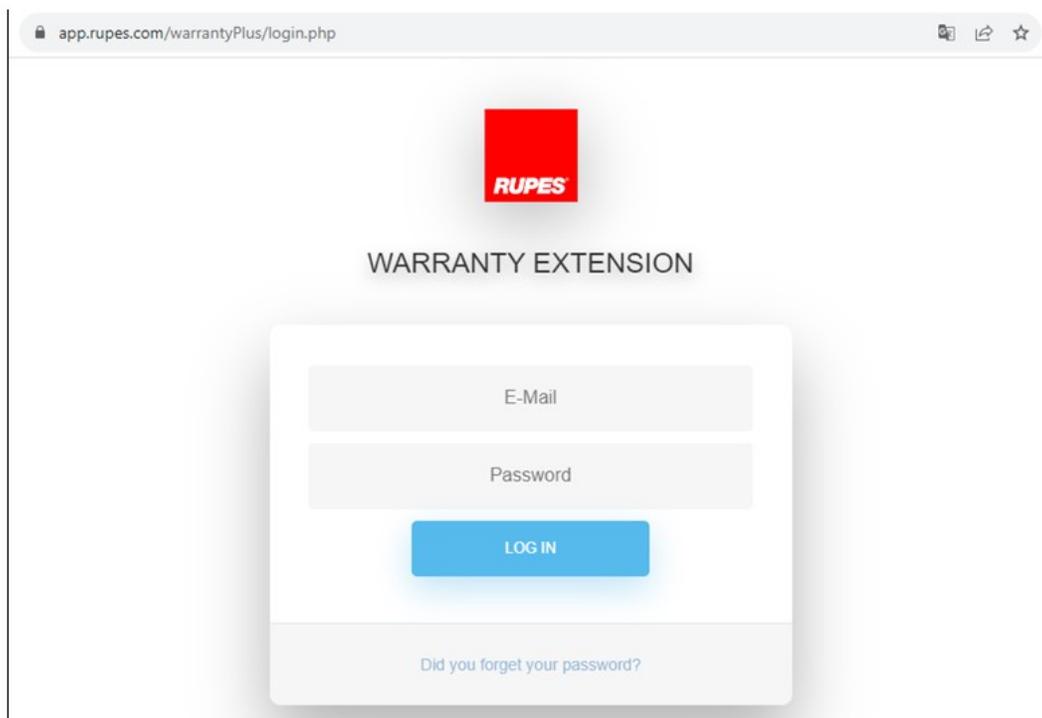
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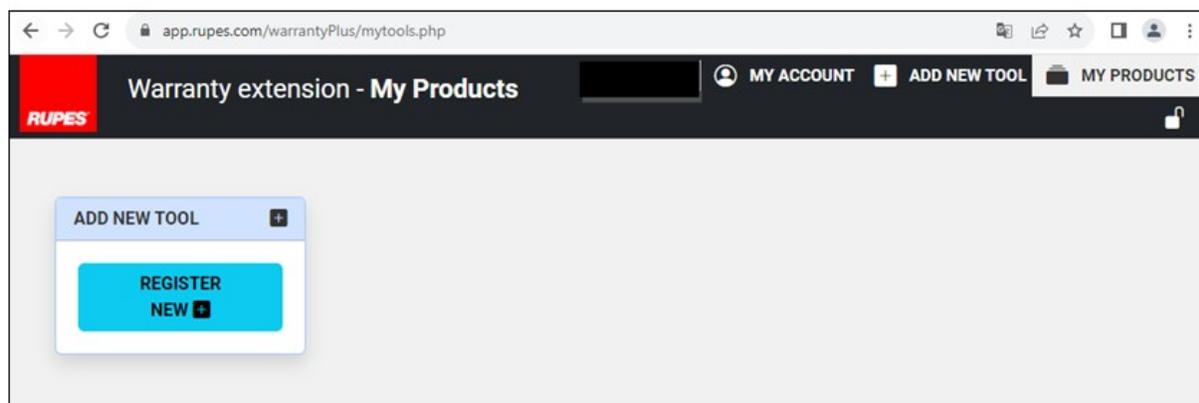
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## (2) Login page for registration of tools

- Use the same link <https://app.rupes.com/warrantyPlus/> , choose “login page” then login with your email and the password provided previously in the Account registration phase.

A screenshot of a web browser showing the login page for warranty extension. The browser's address bar displays 'app.rupes.com/warrantyPlus/login.php'. The page features the RUPES logo at the top center, followed by the text 'WARRANTY EXTENSION'. Below this, there is a white login form with two input fields labeled 'E-Mail' and 'Password', and a blue 'LOG IN' button. At the bottom of the form, there is a link that says 'Did you forget your password?'.

- After the login, you will see the screen below and can start registering your tools.

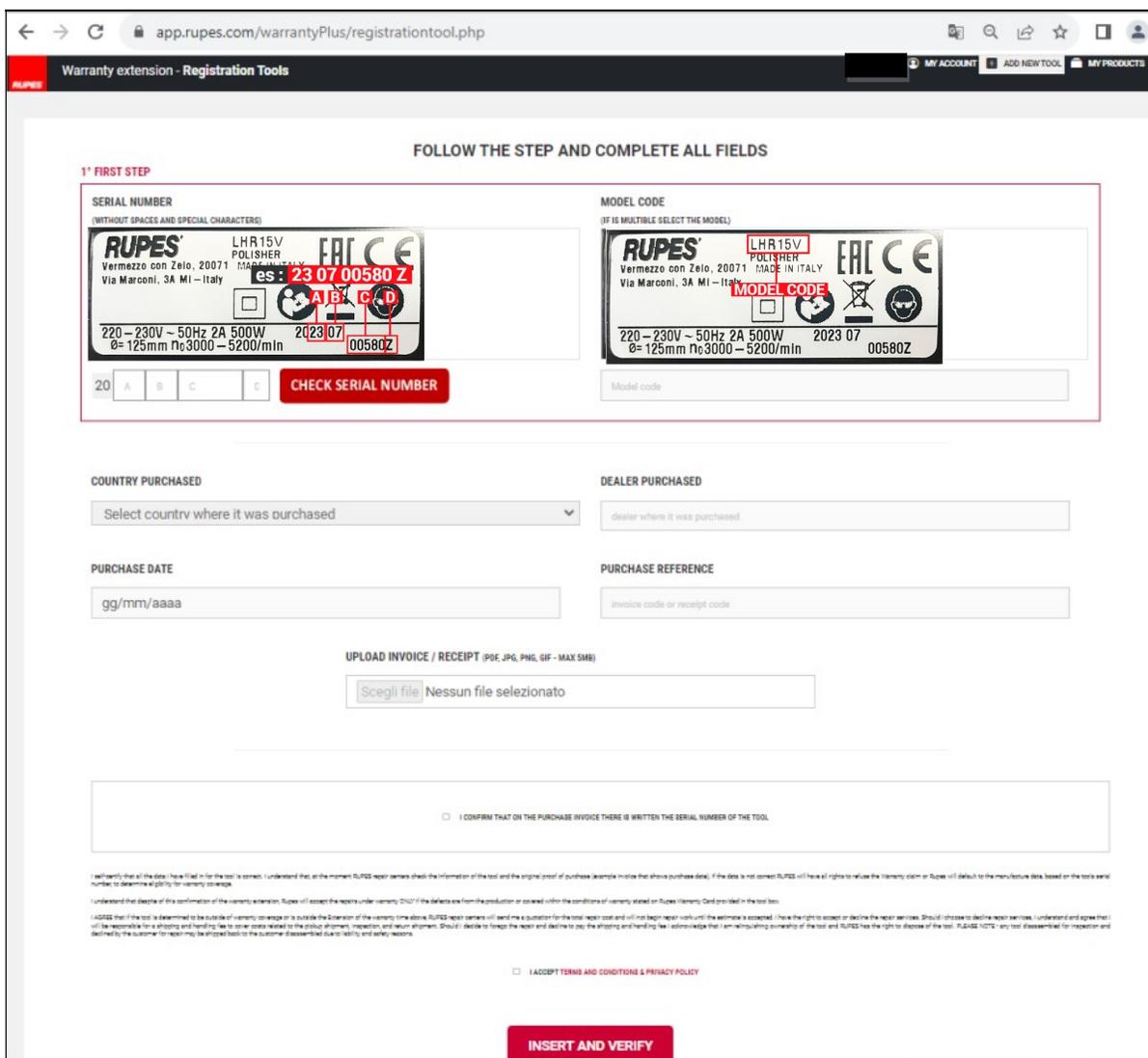
A screenshot of a web browser showing the 'My Products' page after login. The browser's address bar displays 'app.rupes.com/warrantyPlus/mytools.php'. The page has a dark header with the RUPES logo on the left, the text 'Warranty extension - My Products' in the center, and navigation links for 'MY ACCOUNT', 'ADD NEW TOOL', and 'MY PRODUCTS' on the right. Below the header, there is a white box with a blue 'ADD NEW TOOL' button and a larger blue 'REGISTER NEW' button.

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Clicking on REGISTER NEW, you will see below screen:



You have to fill in all data requested step by step then click on “Insert and Verify”.

#### Notes at this step:

- Each tool can be registered only once with its serial number.
- Insert the serial number following the instruction on the page, then click “Check serial number” to verify if the serial number was filled in correctly.
- Only the tools in the warranty extension program will be recognized.
- If the serial number is inserted correctly the Model Code will appear automatically.
- Country of purchase: select the country where the tool was purchased. It should match the country of the dealer on the invoice.
- Dealer of purchase (seller): fill in the name of the dealer on the invoice

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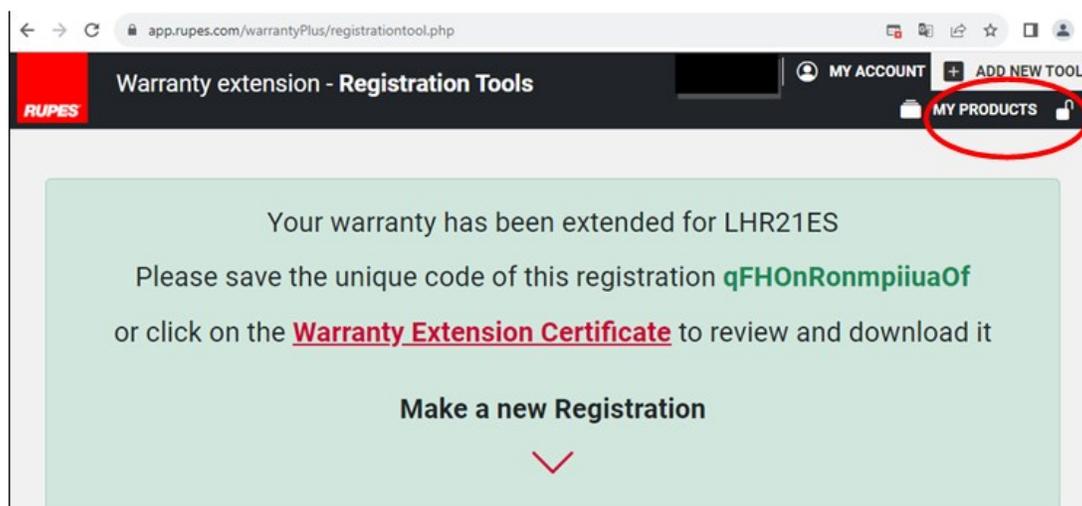
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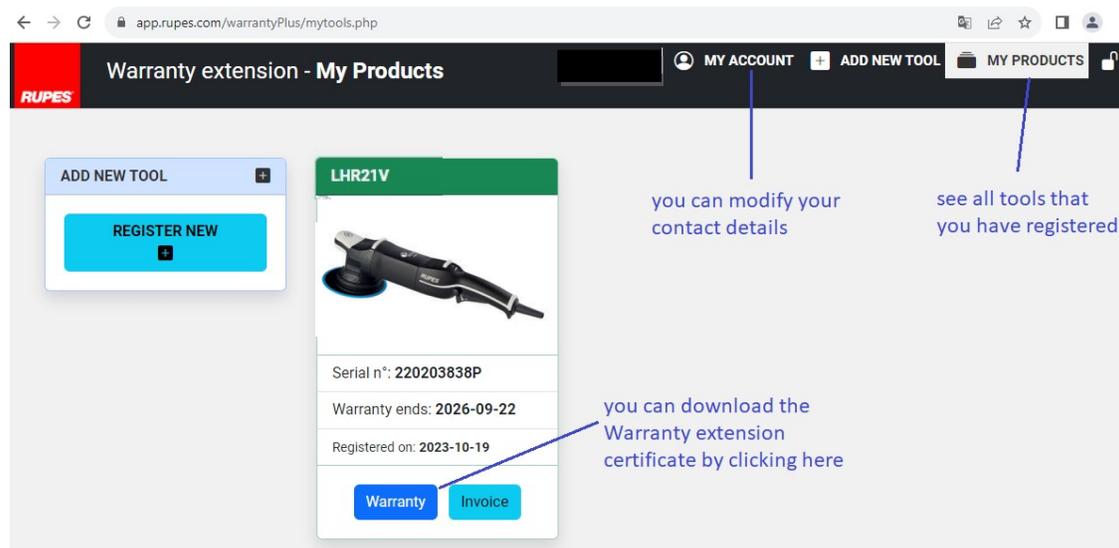
- Purchase date: date on the invoice
- Purchase reference: invoice number
- Upload Invoice that should have the serial number of the tool on it.
- To finish the registration, you have to accept Rupes terms and conditions and Privacy Policy.

After clicking on “Insert and Verify” you will see this screen. You can download the Warranty Extension Certificate with the link provided or make new registration of other tools.



In the tab **MY PRODUCTS** at the right corner of the page, you can see all of the tools that you have registered and download the certificate for each tool.

In the tab **MY ACCOUNT**, you can update your contact details (telephone number, address, sector).



If there is a problem with the registration, get in contact with your local dealer.

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