

Onvio LLC
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Standard Warranty

(Standard warranty applies to all product sold by Onvio LLC unless otherwise specified in writing by Onvio LLC)

Warranty is to the original purchaser that products will be free of any defects in workmanship and/or material for a one-year (12 month) period from the date invoiced. Warranties are nontransferable.

Defective product(s) are to be repaired or replaced at the discretion of Onvio LLC, upon confirmation that the returned product is defective. If products are determined to be misused, tampered with, disassembled, or altered from original form, all warranties may be void.

In the event that an Onvio product fails within the warranty period, Onvio may require information as to how the product is used in order to determine root cause of the failure. This detail may include, but not limited to; mounting configuration and drawings of mating parts, load data, motor specifications, motion profile of the application, and more. Inability to provide this information may limit Onvio's ability to identify root cause of failure and not be considered a manufacturing defect.



Product Specific Policies

Onvio Cycloidal Reducers

The exposed cam follower nuts on all cycloidal products are integral to the function of the product. Any intentional or unintentional adjustment or interference will void all warranties from Onvio LLC.



Installation of cycloidal products must adhere to provided instructions. Incorrect installation may result in product damage or failure and may void your warranty. If you have questions regarding instructions, or have not received instructions, contact Onvio LLC before attempting to install your cycloidal reducer.

Warranties for Serviced Products:

Warranty is to the purchaser of the service, that products will be free of any defects in workmanship and/or material – (excluding preexisting damage/defects/etc) for a period of 30 days from the invoice date. Warranty is nontransferable.

Warranties for Products Repaired or Replaced Under Warranty:

In addition to original warranty based on the original invoice date of the product, a warranty of the repair is provided. That warranty is to the original purchaser that the repaired product will be free of any defects in workmanship and/or material – (excluding preexisting damage/defects/etc) for a period of 30 days from the invoice date.

Products that are replaced will be shipped with a full 12 month warranty from the new invoice date.