



CALEVA EQUIPMENT SUPPORT POLICY

Caleva will make best efforts to support new equipment with a spares and repair service for the original purchaser for a period of 10 years from date of despatch (or installation when completed by Caleva), whichever is the latter. If equipment has been modified from factory standard construction, Caleva take no responsibility for the suitability of spare parts.

Caleva make best efforts to support local repairs via a network of trained agents and distributors where possible.

If equipment must be returned for repair, Caleva require a Certificate of Cleanliness and a Purchase Order to cover initial inspection before returned equipment can be accepted. On receipt of returned equipment, unpacking and initial inspection is documented and an estimate of the repair cost (if applicable) is provided to the customer. Caleva may recommend replacement where repairs are not cost effective or preferred.

To ensure consistent and predictable outcomes, Caleva does not support repairs or undertake to identify spares for equipment older than 10 years. Caleva may recommend suitable new replacement equipment.

Caleva will make best efforts to supply spare parts for equipment older than 10 years where the customer is able to provide a part number that is recognised in our database. Caleva cannot guarantee that spares supplied for equipment in this category are suitable as the likelihood of modification since original build is high.

Caleva will endeavour to support customer enquiries for non-standard modifications. A charge may be levied to invoke technical scoping activity without guarantees that such support can be offered.

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