igus presents a unique 4-year guarantee for their products

# Even greater operational reliability and sustainability thanks to billions of test cycles in our in-house laboratory

**01 May 2024** – igus®, the Germany-based manufacturer of motion plastics, announced the company now offers a guarantee of up to four (4) years for all products with a predictable service life. Customers, therefore, benefit from long-term investment security and reliable service in case of a guarantee claim. The long service life of motion plastics conserves resources and thus contributes to increasing sustainability in the industry.

In the future, customers will benefit from the guarantee on e-chains® and chainflex® cables, drylin® linear and drive technology, dryspin® lead screw technology, and components such as plain bearings or bar stock made from the company's own iglide® materials. The range of products with a guarantee is supplemented by the xiros® ball bearings, igubal® spherical bearings, gears, slewing ring bearings, and also the 3D-printed components created in the online configurator: [iglide Designer](https://iglidur-bearing-designer.igus.tools/selection).

## Durability thanks to in-house test laboratory

This exceptional guarantee is made possible by the 3,800m2 test laboratory at the company's headquarters in Cologne. There, igus subjects its products to numerous and application-specific long-term and endurance tests. A total of over 15,000 tests are carried out each year. The experience gained from the test is fed into the igus online [service life calculator](https://www.igus.tools/home?__hstc=191717877.2a1986eacbdfe6de84ffdb37560540e4.1712240334535.1713295365262.1713361815727.13&__hssc=191717877.3.1713361815727&__hsfp=2160068541&_ga=2.165737081.639801483.1713208512-1531427058.1712164351), which enables companies to know how long a component will be in service before they buy it. It was now only a small step from the reliable data from the service life calculators to introducing a comprehensive 4-year guarantee on the product portfolio.

"The guarantee gives our customers the opportunity to design their individual application exactly right and always choose the most cost-effective product that is sure to work," explains Tobias Vogel, CEO of Plain Bearing Technology at igus.

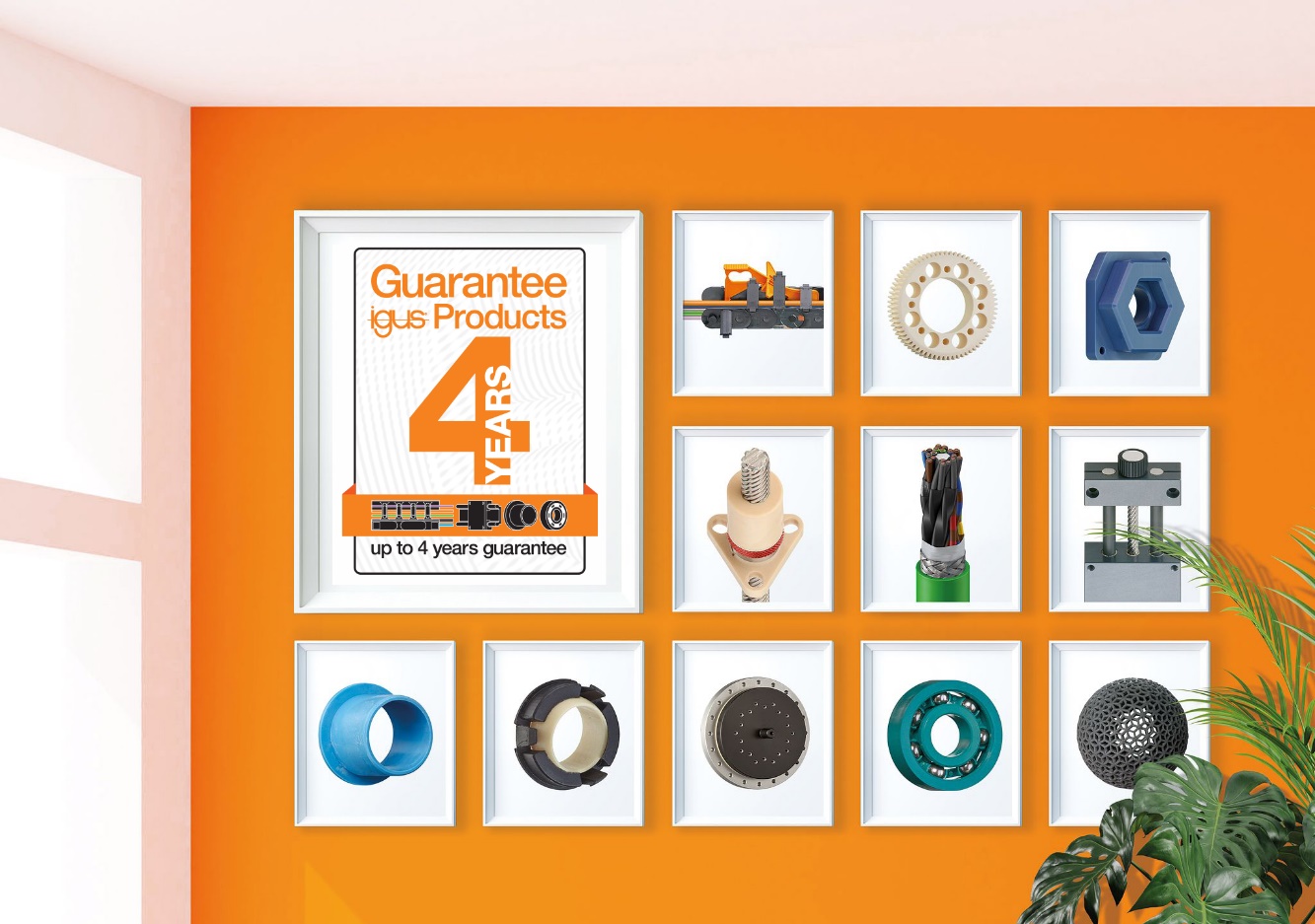
The 3-year guarantee, which was previously applied to igus energy chains and cables, proves that the guarantee is well received by customers. Last year, igus extended the guarantee on chainflex cables to four years, and now most other igus products are following suit. The new regulation applies for up to four years from delivery or for the individually calculated number of double cycles or service hours per product - whichever comes first.

## More safety and sustainability

igus has always been committed to providing its customers with durable solutions that require little maintenance or service.

"The long service life increases the customer's resource efficiency and also saves important human and financial resources," says Michael Blass, CEO of e-chain Systems at igus.

With this guarantee, the plastics specialist not only offers its customers operational reliability but also contributes to greater sustainability and resource­ conserving management in the industry.



### Image PM1624-1

*igus introduces a guarantee of up to four years on a large part of their product portfolio. (Source: igus GmbH)*

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| ABOUT IGUS: igus GmbH develops and produces motion plastics. These self-lubricating, high-performance polymers improve technology and reduce costs wherever things move. In energy supplies, highly flexible cables, plain and linear bearings, and lead screw technology made of tribo-polymers, igus is the worldwide market leader. The family-run company based in Cologne, Germany, is represented in 31 countries and employs 4,600 people across the globe. In 2022, igus generated a turnover of €1.15 billion. Research in the industry's largest test laboratories constantly yields innovations and more user security. Two hundred thirty-four thousand articles are available from stock, and service life can be calculated online. In recent years, the company has expanded by creating internal startups, for example, ball bearings, robot drives, 3D printing, the RBTX platform for Lean Robotics, and intelligent "smart plastics" for Industry 4.0. Among the most significant environmental investments are the "chainge" program – recycling used e-chains and participating in an enterprise that produces oil from plastic waste. | |