



# OUTDOOR WARRANTY CERTIFICATE



All Italkero equipment is accompanied by this Warranty Certificate. The User must be informed of the advantages conferred by this warranty, which supplement, but do not substitute, the consumer rights indicated in Directive 2019/771/EC and any national and Community legislation applicable to consumer goods.

If you encounter any problems, please contact the dealer from whom you purchased the equipment.

The warranty covers the equipment against defects in its materials and components.

## 1) VALIDITY

The warranty takes effect from the date of the invoice issued by the dealer. If no invoice is available, the warranty does not apply.

The invoice must be presented to the dealer by the owner of the equipment if the latter fails during the warranty period. The warranty runs for 2 (two) years from the date of purchase indicated on the invoice.

We recommend that you keep the original packaging together with the manuals for use if you need to return the product.

## 2) PERIOD OF VALIDITY

The dealer guarantees the equipment for a period of:

24 months on all components.

## 3) CLAIM PERIOD

The user must report any malfunctioning of the product within 2 (two) months from the date of its identification. The warranty does not apply if no claim is made within this period of time.

## 4) EXCLUSIONS

All materials subject to wear.

Routine maintenance is not covered by the Italkero conventional warranty.

The conventional warranty does not cover damage and defects resulting from:

- damage during transport
- failure to follow the instructions given in the installation and maintenance manual.
- improper storage of the product
- improper maintenance, tampering or work done by persons not authorised by the dealer
- non-regulatory electrical and gas connections; and inadequate installation of the component mounting equipment
- atmospheric agents, extreme weather, earthquake, fire, theft and vandalism
- installation in an unsuitable environment (whether outdoors or indoors)
- leaving the equipment on the work site, not under cover or without emptying the fluid circuits, or premature installation
- corrosion of the equipment's components and circuits
- forced or prolonged disuse
- any causes beyond Italkero's control

The warranty does not provide that the manufacturer is liable for any direct or indirect personal injury or damage to property caused by the appliance.

If, on inspection, no defects are identified, or if the problem was caused by a third party, user error, physical damage or any of the reasons stated in section 4, the user will be charged under the heading "no defect found", and all subsequent transport costs will also be invoiced.

## 5) WARRANTY SERVICES

The User must keep the warranty certificate and invoice for presentation to the dealer when making a claim during the warranty's period of validity. If, on inspection, the equipment is found to be defective due to its design and/or manufacture, the defective parts will be repaired/replaced free of charge. The work will be done at no charge to the User to the extent that it is strictly necessary to eliminate the defects.

## 6) TERRITORIAL VALIDITY

The warranty applies to equipment installed in the country indicated in the technical data sheet supplied with the product.

## 7) ACCEPTANCE

Warranty claims will only be accepted on presentation of the invoice attesting to the purchase of the equipment.

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