

WARRANTY CONDITIONS

EN English

General

You have chosen a top quality product. PERTINGER cooking stoves are tested in compliance with the strictest standards and are delivered in perfect state, without material or manufacturing defects. PERTINGER Ltd offers a three-year warranty extension for this appliance, provided that the end customer registers under the website www.pertinger.com/support.

Warranty provisions

- ✓ The warranty is valid for the first purchaser only and cannot be transferred.
- ✓ The invoice must be presented if a warranty claim is made.
- ✓ The assumptions for the customer's right of warranty are perfect assembly with respect to standards in force, adequate after-sales assistance and correct maintenance of the cooking stove.
- ✓ Any defects or deficiencies of the material must be contested within eight days from receipt of the goods.

PERTINGER Ltd will adopt the most suitable measures to resolve the warranty claim under its own discretion. The warranty terms will not be renewed or extended following repairs or replacement of pieces. Any damaged components will become property of PERTINGER Ltd. The execution of any operations under warranty conditions are performed on site or directly in the factory.

For operations under warranty on site, the customer will be charged with the transfer costs unless the purchase was made less than three months before. PERTINGER Ltd reserves the right to have the contested component sent to them. The transport costs are at the customer's expense.

Exclusion from the warranty

Damage caused by the following is excluded from the warranty:

- ✓ External actions of a chemical or physical nature taking place during transport, storage, assembly and use of the equipment;
- ✓ Negligent and improper use or structural modifications of the product;
- ✓ Failure to comply with the instructions in the manual;
- ✓ Partial or imprecise compliance with the Standards and Provisions in force;
- ✓ Incorrect assembly or repairs by a third party;
- ✓ Connection of the product to an unsuitable or non-compliant combustion product outlet;
- ✓ Overheating demonstrated, insufficient care, use of cleaning products that are unsuitable or incorrect use of the cooking stove commands;
- ✓ Use of non-compliant types or amounts of fuel;

- ✓ Damage that cannot be blamed on the realisation of the product.
- ✓ The warranty is not supplied also for other jobs on our semi-finished products (stove components, precast cooking stoves).
- ✓ The heating stove is excluded from the warranty if it is not connected to a heating system in compliance with Standards, which has raised return temperature, an expansion vessel and a storage tank. Moreover, the heating system must have all safety devices prescribed by the law. The return temperature must be > 60°C.
- ✓ Cracking in the plaster or refractory bricks is not a reason for claims.
- ✓ All movable parts and all components subject to wear, such as gaskets and relative straps, glass parts, enamelled surfaces and electric components including bulbs are excluded from the warranty.
- ✓ We do not assume any responsibility for any damage owing to transport, which must be requested directly from the transport company. We recommend that packaging is preserved and that damage is documented (e.g. with photos).

Exoneration from liability

The warranty includes the goods contained in the ambit of delivery. Any other liability is excluded. No damages are recognised for the time that the product cannot be used. PERTINGER Ltd does not respond for direct or indirect damage/injury caused to objects animals or persons. If the cooking stove is lost or damaged due to theft, fire, acts of vandalism or similar causes, we are not considered liable.

Disputes

All disputes must be presented exclusively to the specialised dealers, where the stove was purchased. In this case please indicate the type and serial number of the product. This data is found on the identification plate positioned on the outside of the drawer.

Any services successive to the warranty period or not covered by the same will be calculated at the rates in force at that time. In this case, the costs of the parts replaced will also be stated in the invoice.

Competent law court

The Law Court of Bolzano (IT) is competent for any disputes.

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