

GENERAL WARRANTY TERMS

EBIOS FIRE
by SPARTHERM®

SCOPE OF APPLICATION

These General Warranty Terms apply to the transactions between Spartherm Feuerungstechnik GmbH and the dealer/intermediary.

They are not identical to the contract and warranty terms that are or may be given by the dealer/intermediary to their customers in individual cases.

GENERAL INFORMATION

This product is a quality product manufactured according to the state of the art. The materials in use were carefully selected and, like the production process, are subject to constant monitoring. Special expertise is required to install or integrate this product. For this reason our products may only be installed and commissioned by specialised companies taking the valid legal regulations into account.

The warranty covers any material or production faults or defects of electronic components that are discovered during operation as intended and for which the user is not responsible.

The warranty explicitly does not cover damage resulting from improper use or incorrect installation. The warranty likewise does not cover any events beyond the manufacturer's control. (Floods, fires, ...)

WARRANTY PERIOD

The General Warranty Terms only apply to the first delivery or invoice address within the European Union and Great Britain. The warranty period and extent of the warranty is granted by these terms beyond the legally required warranty, which remains unaffected.

Spartherm Feuerungstechnik GmbH **grants a warranty of 24 months** for EBIOS FIRE units.

Spartherm Feuerungstechnik GmbH grants **a warranty of 6 months** for wear parts in the fire area such as wicks, burner mats, seals and ceramic glass.

VALIDITY OF THE WARRANTY

The warranty period begins on the date of delivery to the dealer/intermediary. This date must be proven by a document, for instance the dealer's/intermediary's invoice with confirmation of delivery. The claimant must present the warranty card for the product when asserting their warranty claim. Without these proofs, Spartherm Feuerungstechnik GmbH is not obligated to provide any warranty-based performance.

WARRANTY EXCLUSION

The warranty does not cover:

- Product wear: Wick/burner surface due to thermal load.
- The surfaces: Discolouration of the lacquer or the galvanic surfaces of the fire furniture and/or the burner as a result of thermal load or overloading.
- The glass panes: Soiling by soot or burned-in residue of burned materials or any other changes in colour or appearance due to thermal load.
- Use of unsuitable or unapproved fuel. For your EBIOS FIRE unit we recommend bioethanol supplied by Spartherm Feuerungstechnik GmbH with a maximum concentration of 96.6 %.
- Incorrect transport and/or incorrect storage.
- Improper handling of fragile components such as glass or ceramics.
- Improper handling and/or improper use.
- Improper filling of the system.
- Lack of maintenance.
- Incorrect installation/set-up of the unit.
- Non-adherence to the installation and operating manual.
- Technical changes to the unit by persons who are not part of the company.

Unauthorised repair attempts or damage to the service seal cause the warranty to become null and void.

GENERAL WARRANTY TERMS

EBIOS FIRE
by SPARTHERM®

RECTIFICATION OF DEFECTS/REPAIR

Independent of the legal warranty, which is given priority over the manufacturer's warranty within the legal warranty periods, this manufacturer's warranty includes free rectification of any defect that can be proven to be the result of a material defect or a manufacturer error, provided the remaining terms of this warranty were observed.

Within the context of this warranty, Spartherm Feuerungstechnik GmbH

reserves the right to either rectify the defect or replace the unit free of charge. All repairs are made at the manufacturer's place of business.

For this purpose the product must be emptied, sufficiently protected, secured for transport and packaged in its original packaging, then sent to Spartherm Feuerungstechnik GmbH,

Maschweg 38, 49324 Melle, Germany.

In the event that the warranty claim is rejected, the buyer shall bear the cost of the repair and transport.

No replacement unit is provided for the duration of the repair work.

This warranty explicitly does not cover any further compensation for damages beyond the legally required warranty regulations.

SPARE PARTS

If any spare parts are used, only the spare parts produced or recommended by the manufacturer may be used.

LIABILITY

Any damage or claim for damages that is not the result of a unit delivered by Spartherm Feuerungstechnik GmbH in defective condition shall be excluded and shall not be part of this manufacturer's warranty. The above does not apply to any warranty claims based on legal regulations, where these apply in individual cases.

FINAL COMMENT

Your specialist dealer/contract partner will be glad to support and advise you beyond the scope of these warranty terms and warranty declarations.

We explicitly recommend having EBIOS FIRE products inspected by a stove fitter/specialist dealer at regular intervals.

LAST UPDATED: FEBRUARY 2022

