

Guarantee & Warranty – KWB products

In case Gotfire enters into a maintenance contract with the end-customer, *KWB* offers - other than the statutory warranty - a guarantee of 3 years as well as a spare parts guarantee of 15 years. The warranty period amounts to 2 years after commissioning or 3 years if there is a maintenance contract with the end-customer; however the warranty shall expire at the latest 3 years and 6 months after the goods have left the *KWB* headquarters.

There is no guarantee/warranty claim possible if a damage is caused by one of the following issues:

- lack of water, overvoltage, power outage, frost, fire;
- defects that are due to a water quality that does not correspond to VDI 2035/Önorm H 5195;
- willful damage or improper handling;
- lack of cleaning and maintenance as well as handling errors;
- an empty fuel storage;
- parts subject to wear such as e.g.: combustion chamber fixtures, conveyors, bearings, seals etc.;
- the use of non-standard fuels as well as generally any damage or defects resulting from an improper handling of the heating installation on the part of client.
- damage caused by services or activities of other companies which are not *KWB* approved engineers
- Damage caused by an unsuitable environment e.g. dusty / corrosive
- Force Majeure