

GENERAL WARRANTY TERMS

Congratulations on your purchase of a TecnoCooling appliance.

By purchasing this household or professional appliance you have acquired specific warranty rights regulated as follows:
The warranty is issued in the country where the machine was purchased, in accordance with local laws.

1. Tecno.Mec Srl warrants that this newly manufactured appliance was free from defects at the time of purchase. A defect constitutes any fault that significantly limits the value or efficiency of the appliance.
2. Warranty coverage is invalidated for any appliance: rendered defective as a result of misuse, negligence or carelessness either in its use or storage (e.g. failure to follow the instructions for using the appliance); rendered defective as a result of improper installation, maintenance or repairs performed by unauthorized persons, or which has been damaged during transport; With defects not attributed to faulty workmanship, but rather to the wear and tear that occurs during normal use of the appliance (in particular, lime scale buildup deterioration of parts subject to wear, such as gaskets, grinder disks or water filters); that perform inefficiently as a result of the use of spare parts and accessories other than those manufactured by TecnoMec Srl; that have been damaged by lightning discharges, humidity, fire, incompatible voltages, or any other cause not objectively ascribable to the manufacturer, rendered defective as a result of improper or poor maintenance :in particular, if descaling is not performed regularly and all components and connections are not cleaned properly.
Note: Please be aware that the appliance settings and calibrations (e.g: working pressure, timer settings, humidity controller settings) have been standardized for all countries; therefore, we shall not accept claims in connection with any request to modify these settings. In addition, no warranty claims will be accepted due to improper use and/or operation outside the usage parameters stated in the directions for use.
3. This warranty is valid for 2 years from the date you purchased the appliance from your dealer located within the European Union.
4. During the warranty period, the user has a right to request service under the warranty only if she/he notifies Tecno.Mec Srl of the defect within two months of its first appearance.
5. In all countries outside the European Union, the warranty conditions specifically provided under the respective national laws will apply.
- 6 We will remedy any defects detected in this appliance at no additional charge and within a reasonable amount of time after being notified of the defects themselves. The warranty service is subject to delay, if servicing is performed in a country other than the one in which the appliance was purchased, due to variable product distribution timing in different countries, and a specific version may be sold in a country.
7. Any servicing performed on the appliance under the warranty will not result in an extension or renewal of the warranty period. Any replaced parts will automatically become property of Tecno.Mec Srl.
8. Should you require warranty service, arrange for the appliance to be delivered to the nearest authorized service center or to your dealer. Please ensure that the packing container is in perfect condition and is suitable for safely transporting the appliance. Inside the packaging, please enclose your complete address together with a brief description of the problem. Please also include the original purchase document (sales receipt, invoice) and the warranty certificate, duly completed, to prove that you are entitled to warranty service.
9. Manufacturer will not be liable for any direct or indirect injury or damage to persons, pets, or property as a result of failure to observe the instructions provided in the instruction booklet, especially those concerning installation, use and maintenance of the appliance.
- 10.If you need more information or if you have problems obtaining service, please visit www.tecnocooling.com or contact the Consumer Care Centre in your country.
11. Appliances to be repaired must be sent to our repair center: TECNOMECH-TECNOCOOLING, Via A. Volta 10, 42024 CASTELNOVO SOTTO (RE) ITALY.