

WARRANTY - GAS FIREPLACES

WARRANTY

RAIS/ATTIKA fireplaces are checked multiple times in relation to safety, quality of materials and processing. We provide a two-year warranty in all gas fireplaces and the warranty period starts from the installation date.

GENERAL INFORMATION:

- The gas fireplace must be installed by an authorised installation technician. The instructions in the installation manual and national legislation must be followed.
- RAIS/ATTIKA is not liable for faults or defects caused by the installation of the gas fireplace. The authorised installation technician is responsible for approving the position of the fireplace, choice of materials and installation of the flue pipe.
- The renewal or replacement of components does not extend the warranty period.

THE WARRANTY COVERS:

- Documented functional faults caused by faulty manufacture
- Documented material defects

THE WARRANTY DOES NOT COVER:

- Glass
- Glass gaskets
- Surface structures, look or natural stone's texture
- The stainless steel surfaces' look, colour changes and patina
- Expansion sounds
- Batteries
- Faults due to incorrect installation of the flue pipe and incorrect positioning of the ceramic logs and embers layer
- Damage due to external causes (impacts, lightning strikes, falls, floods or overheating of the appliance) during transport, storage or installation
- Faults due to neglect, incorrect use and/or gross negligence

THE WARRANTY BECOMES VOID IF:

- The installation and repair is carried out by an unauthorised technician
- The terms and conditions of the warranty are not followed
- Damage has been caused by external effects and use of unsuitable fuel
- The gas fireplace has not been installed in accordance with the instructions in the installation manual or not used in accordance with the user instructions
- There is failure to comply with legal or recommended installation instructions and in cases where own changes have been made to the fireplace
- There is a lack of service and care
- Another non-original power supply adapter has been used

IN CASE OF DAMAGE, PLEASE CONTACT YOUR DEALER.

In the case of a warranty claim, we will decide how the damage shall be repaired. In the case of a repair, we will ensure that the repair is carried out by a professional.

In the case of warranty claims on subsequently delivered or repaired parts, please refer to the national/EU judicial laws/provisions relating to renewed warranty periods.

The warranty terms and conditions can be obtained from RAIS/ATTIKA at any time.

