

GENERAL WARRANTY CONDITIONS

Scope and term of the Guarantee

The products supplied by CIAM S.p.A. are guaranteed by defects of conformity that occur, unless explicit and specific exclusions, within 1 year (12 months) from the date of delivery, even if the products themselves have not been for any reason used or put into service within that period.

CIAM S.p.A. guarantees the integrity, operation and functionality of its products if properly installed and used; "Warranty" means the commitment, depending on the defect detected, to the replacement of components recognized as defective by CIAM S.p.A.

Any damage to the equipment detected at the time of delivery and attributable to transport, must be photographed and noted on the transport document of the goods; photographic evidence and a copy of the transport document must be sent to the e-mail address service@ciamgroup.it in order to allow CIAM S.p.A. to proceed with the claim for damages to the carrier.

In any case CIAM S.p.A. reserves, at its discretion, the replacement of the product itself.

After the warranty period established, CIAM S.p.A. will perform maintenance and / or repair work for a fee, according to the price list and hourly rates in effect at that time.

Warranty Exclusions

The Warranty DOES NOT APPLY to the product or its components if the malfunction or defect found is due to

- Carelessness
- Inexperience
- Malicious acts
- Incorrect use or installation which does not comply with the warnings and indications given in the user and installation manual or which is in contradiction with the technical and/or safety measures required in the country where the appliance is used
- Failure to follow or incorrectly follow the technical instructions, adjustments, cleaning of the condenser and other parts, as required in the user manual accompanying the product
- Alterations or modifications made to the product without prior authorization from CIAM S.p.A.
- Incorrect use of the product
- Normal deterioration of the parts due to wear and tear or the passage of time (glass, painted aesthetic parts, stainless steel worktops)
- Lightning and other atmospheric phenomena
- Natural disasters
- Social events (e.g. violent public demonstrations)
- Accidental events
- Surges, overcurrents, insufficient or irregular power supply
- Normal wear and tear of components (such as compressor failure) if not due to manufacturing defects
- Climatic class not respected
- Incorrect connection to the electrical network
- Damage occurring during storage or transport of the product
- As a result of the above, this Warranty does not cover any damage (direct or indirect) to things or persons attributable to the Customer or third parties and damages from loss of profit.

Lapse of warranty

The warranty lapses if the customer intervenes on the product by modifying or replacing one or more components without the written permission of CIAM S.p.A.; also, it lapses if the customer makes a repair without written permission from CIAM S.p.A., or using personnel not authorized by CIAM S.p.A.

CIAM S.p.A.

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