

7. WARRANTY.

Biomasa Ecoforestal de Villacañas (hereinafter ECOFOREST) guarantees this product for 3 (three) years, or 6 months in the case of wear parts, from the date of purchase in the event of manufacturing and material defects.

ECOFOREST's responsibility is limited to supplying the equipment, which must be installed properly, following the instructions provided at the moment the stove was purchased and in accordance with the laws in force.

The installation must be carried out by authorized personnel, who will assume full responsibility for the final installation and the subsequent correct operation of the product. ECOFOREST will not be held responsible if these recommendations have not been followed. Installations carried out in public places are subject to specific regulations for each area.

It is necessary to check the proper operation of the product before completing the installation with the corresponding masonry finishes (decorative elements of the fireplace, external cladding, pilasters, painted walls, etc.)

ECOFOREST does not assume any responsibility for the possible damages and the consequent repair costs of the finishes mentioned above, even when they were caused by the replacement of damaged parts.

ECOFOREST ensures all its products are made of optimal quality materials and design techniques that guarantee the best efficiency.

If during normal use, you notice damaged pieces, these will be replaced free of charge by the distributor who has formalized the sale or by the reseller in the corresponding area.

For the products sold abroad, this replacement will be also carried out free of charge, in our premises, unless there are special agreements with distributors of our products abroad.

CONDITIONS FOR WARRANTY VALIDITY:

- For the warranty to be considered as valid, the following conditions must be met:
- Hold a proof of purchase, an invoice or a delivery note that contains the product's serial number.
- The assembly and start-up of the machine shall be done by an approved technician who considers the technical characteristics of the installation and connection of the machine as suitable. In any case, the installation must respect the indications contained in the instruction manual delivered with the product.
- The stove is used as indicated in the instructions manual provided with the stove.

The warranty does not cover the damages due to:

- Atmospheric, chemical agents and/or unsuitable use of the product, lack of maintenance, unsuitable handling or modifications of the product, inefficiency and/or unsuitability of the gas outlet tube and/or other causes that do not depend on the product.
- Overheating of the stove due to combustion of unsuitable material that does not correspond to the type of pellets (wood pellets) indicated on the manual supplied with the stove.
- Transport of the product : it is highly recommended to carefully control the product upon its reception and advise the vendor immediately in case of any damage, by taking note of the anomalies on the transport document, and making a copy for the transporter. You have 24 hours to bring a written claim to your distributor/transport driver
- Reimbursements will be accepted only if they have been previously accepted in writing by ECOFOREST, if the stove is in perfect condition and returned in its original packaging, with a brief explanation of the problem, copy of the delivery note and invoice if you have it, freight paid and a written document stating your acceptance of these conditions.
- Modifications not authorized by ECOFOREST in the electrical connections, in the components or in the structure of the stove.

The following parts will have a 6-month limited warranty

- All parts subject to wear : Fiber door gaskets, ceramic door panes, burning pot, hearth parts (vermiculites, mullites, etc.), ignition resistance and the extractor turbine (propeller).

The following parts are excluded from the ECOFOREST warranty:

- Any part of the stove that shows aesthetic but non-functional wear, both fixed and mobile.
- Chromatic variations, cracks and small differences in size are not grounds for complaint, as they are intrinsic characteristics of this type of material.
- The masonry and/or plumbing works that had to be carried out for the installation of the stove or boiler.

- For equipment that allows the production of domestic hot water (thermos or accumulators): parts belonging to the hot water installation not supplied by ECOFOREST. Likewise, the calibrations or adjustments of the product that must be carried out due to the type of fuel or the characteristics of the installation, are excluded from the warranty.
- This warranty is valid only for the purchaser and cannot be transferred.
- Replacing parts does not extend the warranty.
- No Compensation will be accepted, based on the inefficiency of the equipment due to an incorrect heating performance calculation of the product during a given period .
- This is the only valid warranty and no one is authorized to provide others in the name or on behalf of ECOFOREST during the warranty period.

INTERVENTION DURING THE WARRANTY PERIOD.

- ECOFOREST will not assume any compensation for direct or indirect damages caused by the product or derived from it.
- Modifications not authorized by ECOFOREST in the electrical connections, in the components or in the structure of the stove.
- Malfunctions or problems caused by the use of non-original components or components not supplied by ECOFOREST or its dealer network.

The request for intervention must be made to the company that sells the product.

ECOFOREST reserves the right to include changes in its manuals, guarantees and rates without the need to notify them.

Any type of suggestion and/or claim must be sent in writing to:

ECOFORESTAL BIOMASS OF VILLACAÑAS, S.L.U.

Porto do Molle Industrial Estate - Rúa das Pontes Nº25.

36350 – Nigran – Spain.

Fax: + 34 986 262 186

Telephone: + 34 986 262 184 / 34 986 262 185

<http://www.ecoforest.es>

Information that must be included in the suggestion and/or claim:

Name and address of your supplier.

Name, address and telephone number of the installer.

Name, address and phone number of the buyer.

Invoice and/or purchase receipt.

Date of installation and first start-up.

Serial number and model of the stove.

Control, revisions and annual maintenance sealed by your distributor.

Be sure to clearly explain the reason for your query, providing all the information you consider necessary to avoid misinterpretations.

Interventions during the warranty period provide for the repair of the equipment at no cost, as provided by current legislation.

JURISDICTION:

Both parties, by the simple fact of placing and accepting orders, submit to the jurisdiction of the courts and tribunals of Vigo, expressly waiving any other jurisdiction that may correspond to them, even in the case of effects of payments domiciled in another Spanish location or different country.