

The art of heating...

Warranty conditions WELAN

1. WELAN heating devices are placed in the market and available in accordance with Regulation (EU) No 3005/2011 of the European Parliament and of the Council of 9 March 2011, laying down harmonized conditions for marketing of construction products, and repealing Council Directive 89/106/EEG.
2. WELAN Andrzej Kicinski with registered office in 96-100 Skierniewice ul. Graniczna 2a provides a 5-year warranty on EU territory for WELAN heating devices mounted in central heating installations.
3. Warranty is valid if:
 - 3.1 The device is correctly used by the first user.
 - 3.2 The device is installed according to regulations in force, installation manual, Technical Datasheet, and consistent with existing practice.
 - 3.3 The device is used to heat closed rooms only.
4. Warranty does not cover devices which:
 - 4.1. Do not have information about series and type.
 - 4.2. Were repaired, changed, modified by the buyer or a third party, without manufacturer is agreement.
 - 4.3. Are installed in rooms where aggressive chemical products may affect the radiators.
 - 4.4. Were transported in open means of transport, or before installation were kept on stock in open space.
 - 4.5. Were damaged during transport, because of shipper's fault, or were damaged while unloading.
5. Because of hygienic reasons the radiators require periodical cleaning. It is required to use delicate and soft cloth which does not cause scratches; it may be slightly dampened with water.
6. Manufacturer reserves itself the right to choose the manner and date of claim investigation. If the manufacturer agrees the product is defective, he reserves himself the right to replace missing parts or the whole radiator. All parts subject to replacement become manufacturer's property.
7. Warranty period is not prolonged with the period of time necessary to repair/ replace the device, or supply replacement parts.
8. Traces of normal use of WELAN decorative device for heating, damage arising as a result of force majeure, damage arising intentionally or unintentionally are not covered by warranty.
9. Warranty is valid with the document of purchase, i.e. a receipt or an invoice.
10. Manufacturer reserves itself the right to introduce changes in the products without earlier notice if they are details without influence on the choice of radiator.
11. Warranty covers products purchased and installed on EU territory.
12. All costs of repair or replacement of the product which arise from the complaint are calculated individually for every case.
13. Above warranty conditions are valid since 01.01.2019.