

WARRANTY

The warranty period is 24 months from the date of purchase (the date on the bill of sale is the starting date) and covers all mechanical and electrical components.

Any parts found by the manufacturer to be a manufacturing defect will be replaced free of charge.

The manufacturer and his distributor shall not be liable for personal injury or property damage caused by a malfunction of the machine if you follow the instructions given in this manual.

HR_Warranty conditions

The warranty is limited to the following conditions:

- The warranty only applies to the machines in normal use in accordance with the recommendations in this manual.
- A servicing request or a complaint within the warranty period can be submitted by contacting an authorized service centre. For details about how to contact an authorized service centre, go to www.franck.eu
- The end user must submit the request immediately after the fault occurs, during the warranty period.
- The end user must cooperate in the fault confirmation.
- Only clean and complete machines will be accepted (in accordance with hygiene standards).
- In case of a valid request, the warranty period will be extended for the length of time from the date the request was received to the date the end user picked up the machine, or to the date the end user is obliged to pick up the machine.
- To receive services under this warranty, the end user is obliged to support his request with the following documents/information:
bill of sale/serial number of the machine
- The manner and duration of the complaint resolution depends on the nature of the damage or defect. Resolving a complaint or eliminating deficiencies may not take longer than 30 days from the date of filing the complaint. After the expiration of the deadline for resolving the complaint, the consumer (natural person) is entitled to have the product replaced with a new product.

The warranty shall not apply to:

- Machines damaged as a consequence of unprofessional or incorrect installation, not used in accordance with the instructions for use, not used in accordance with legal regulations and customary rules, or machines used for the purposes for which they were not designed.
- Machines damaged due to the lack of care or insufficient maintenance.
- Machines damaged by using non-recommended cleaning agents.
- Machines damaged through an accident or force majeure (natural disasters, fire and flood).
- Machines with substantial mechanical damage (e.g. due to a fall).
- Machines that have been repaired or modified in any way by unauthorized persons.
- Machines for which the end user has not proved his entitlement to a claim (missing bill of sale)
- Machines whose data do not match those in the manufacturing documentation.
- Machines from the clearance sale.

The costs of transport or delivery of the device shall be borne by the customer.

The information and characteristics mentioned in this manual are not binding on the manufacturer or its distributor, who reserve the right to make changes to the product at any time.

DISPOSAL



At the end of its life cycle, this machine must be disposed of in an appropriate manner in accordance with European Directive 2002/96/CE. The equipment should not be disposed of with normal solid urban waste but must be differentiated to optimize the recovery and recycling of materials from which it is made.

The crossed-out wheeled-bin symbol on all devices is a reminder that they must be collected separately. Proper compliance with all directives concerning the disposal of used products helps to preserve the environment.