

GENERAL WARRANTY CONDITIONS

The general conditions may be updated and/or modified at any time by IRA RADIATORI Engineering Srl, who shall arrange for notification to be given in the special customer communication area (news, newsletters, circulars, catalogues, website etc.). In order to optimize the service in terms of efficiency in handling products under guarantee, customers are kindly asked to carefully observe the following procedures.

1. CONDITIONS

- 1.1. All products are under guarantee for 12 (twelve) months from the date of purchase, attested by our sales invoice, relative delivery note or receipt.
- 1.2 IRA RADIATORI Engineering products are guaranteed against defects in workmanship.
- 1.3 The warranty consists in the free replacement or repair of the component found to be defective by our technical department.
- 1.4 Damages to material incurred during transport are not considered defects in workmanship; compensation claims for damages of this nature must only be made to the haulage contractor or whosoever dealt with transport, on the customer's authorisation.

2. TERMS

- 2.1 IRA RADIATORI Engineering must be duly informed of any defect or non-compliance found by the customer.
- 2.2 Subject to authorisation on the part of IRA RADIATORI Engineering, the product found to be defective or non-compliant must be suitably packed according to the type of transport chosen. Shipping costs for returning material to IRA RADIATORI Engineering shall be borne by the customer.
- 2.3 Returns must be accompanied with a regular delivery note and an explanatory report on the findings.
- 2.4 The material will undergo regular testing, which will establish the type and cause of the defect or non-compliance.
- 2.5 IRA RADIATORI Engineering shall draw up a detailed report on the test.
- 2.6 Should the defect or non-compliance be due to poor workmanship, the product shall be repaired or replaced with an identical or similar one, according to current stock availability. Shipping costs shall be borne by IRA RADIATORI Engineering.

ring.

- 2.7 If the fault or non-compliance is found to be due to the incorrect use or installation of the product, the customer shall be informed immediately and an estimate for product repair shall be drafted.
- 2.8 Should the customer refuse the product repair quote, the product will be sent back to the customer, in the condition it is in. Shipping costs shall be borne by the customer.
- 2.9 Should the customer accept the product repair quote, it will be repaired and sent back to the customer, shipping costs shall be borne by the customer.

3. SPECIAL CONDITIONS

- 3.1 In the event that the customer finds a defect or non-compliance in the product purchased, but does not have the time to carry out the aforementioned procedure due to the fact that he/she needs to use the material as soon as possible, he/she can ask IRA RADIATORI Engineering to authorise the carrying out of the procedures necessary to repair the product. The request must be furnished with a detailed report of the damage or non-compliance found, photographs which clearly highlight the problem and details of the necessary repair costs.

4. EXCEPTIONS

The following are excluded from the warranty:

- 4.1 Product damage caused by incorrect power supply, installation and/or inappropriate use.
- 4.2 Products which prove to have been tampered with or whose identificatory code label has been removed, altered or damaged.
- 4.3 Products which display any kind of tampering, opening or interference on the application of the product or its components, also due to attempted repair or modification.
- 4.4 Damage ensuing from inadequate, periodic maintenance.

All the described models in this catalogue have been tested under the following operating conditions: Oil viscosity 45 cSt with temperature 60°C. The specifications and dimensions indicated in following data sheets are not binding: IRA RADIATORI Engineering, therefore, reserves the right to make changes at any time (variance +/- 5%)