

The conditions below that describe the requirements and scope of our warranty performance do not affect the warranty obligations of the seller arising from the purchase agreement with the end customer.

For this appliance, we grant a warranty subject to the following conditions:

1. In accordance with the conditions below (No. 2-6), we will correct deficiencies in the appliance free of charge if they are verifiably the result of a material and/or manufacturing defect and are reported to us promptly after their discovery and within 36 months (12 months for commercial use or equivalent use) after delivery to the end consumer. If the defect becomes apparent within 6 months of delivery, it will be assumed to be a material or manufacturing defect.
2. The warranty does not cover highly fragile parts such as glass or plastic as well as light bulbs. Minor deviations from the stipulated quality that are immaterial to the value and suitability for use of the appliance will not give rise to a warranty obligation. Damage caused by chemical and electrochemical effects of water and/or generally caused by abnormal environmental conditions will not result in any warranty obligations; neither does damage resulting from inappropriate operating conditions or if the appliance otherwise comes into contact with unsuitable substances. Also, no warranty can be assumed for defects in the appliance caused by transport damage for which we are not responsible, incorrect installation and assembly, non common practice in household, lack of care or non-observance of operating or assembly instructions. The warranty claim becomes void if repairs or interventions have been carried out by persons who have not been authorized by us for that purpose or if our appliances have been fitted with spare, supplementary or accessory parts that are not original parts that resulted in a defect.
3. The warranty performance will be made in such a way that defective components will at our discretion be repaired or replaced with faultless components free of charge. Appliances that can be reasonably transported (e.g. in a passenger car) and for which warranty performance is claimed with reference to this warranty must be delivered or sent to our closest customer service office or our contract customer service. Repairs at the installation site can only be requested for appliances in stationary (fixed) operation. The purchase receipt showing date of purchase and/or delivery must be presented. Replaced components will become our property.
4. Should we refuse the rework or if it fails, a replacement of equivalent value will be delivered at the request of the end customer free of charge within the aforementioned warranty period.
5. Warranty performance neither extends the warranty period nor does it renew the warranty period. The warranty period for spare parts installed ends with the warranty period for the entire appliance.
6. Further or other claims (in particular claims for damages suffered beyond the appliance) are excluded insofar as liability is not mandatory by law.

These warranty conditions apply to appliances purchased in Germany. These warranty conditions also apply to appliances conveyed to other countries insofar as they possess the technical requirements (e.g. voltage, frequency, gas types, etc.) for the corresponding country and they are suited to the individual climate and environmental conditions and we maintain customer service in the relevant country. For appliances purchased in other countries, the warranty conditions issued by our representative in the country in question will apply. These warranty conditions can be obtained from the dealer from whom the appliance was purchased or from our representative in the country in question.

Please take note of our additional customer service offer:

Our factory customer service and our service partners will still be available to you after your warranty has expired.