



WARRANTY

The warranty amounts to 1 year for the Thermocar and 2 years for the Topstart and Advanced.

Warranty terms are applied as follows:

1. Carlor Engineering S.A. will repair all defects that appear within 12 or 24 months after the delivery date to the end user, subject to the conditions described in points 2-13 hereafter.
2. The goods which are not directly manufactured by Carlor Engineering S.A. are subject to the warranty terms of the concerned manufacturers and not to the warranty of Carlor Engineering S.A.
3. The warranty implies that the goods are repaired as they were before the defect appeared, free of charge. All broken parts are repaired or replaced at our discretion. The parts replaced free of charge become the property of Carlor Engineering S.A.
4. Our company should be immediately informed about any defect in order to limit further damage and prevent other failures. Any repair done by the customer or a third party acting on behalf of the customer should be subject to the prior agreement in written of our company.
5. To benefit from the warranty, the invoice mentioning the purchasing and / or delivery date should be presented.
6. The warranty does not cover small discrepancies from the announced quality that have no impact on the value or the good functioning of the heater.
7. The warranty does not cover damages caused by:
 - The chemical or electrochemical action of water
 - The effects of lime on the heating element.
 - Abnormal environmental conditions in general.
 - Inappropriate or inadapated conditions of use.
 - Any contact with aggressive substances.
8. The warranty does not cover any damage caused during shipment if transport was not under the responsibility of Carlor Engineering S.A., and any damage caused by a non-professional installation, a misuse, a lack of maintenance or non-respect of specific use or mounting instructions. In particular, any defect of the heating element will not be covered by the warranty if it is proved that the element worked in the air due to improper purging of the pipes at installation.
9. The warranty is cancelled if the damage was provoked by repairs or interventions carried out by an unskilled or unauthorized third party or if the heater is equipped with non-original parts and accessories that have caused the defect.
10. If the repair of the heater is impossible under warranty or the costs are disproportionate, a heater of equivalent value will be provided in replacement, with the consent of the user. In case the heater is replaced, Carlor Engineering S.A. reserves the right to ask for a compensation covering the initial period of use.
11. Repairs under warranty do not imply an extension of warranty or the start of a new period of warranty.
12. The responsibility of Carlor Engineering S.A. within the scope of the warranty is strictly limited to the replacement or repair of the damaged heater. It excludes all other expanses such as installation / dismantling costs, transport costs or others. In particular, the transport costs for the return of the heater to Carlor Engineering S.A. or to its authorized distributor are at the customer's charge.
13. Other possible duties, in particular the requests for compensation for damages caused apart from the heater are excluded provided that our liability has not been legally established. In case of liability, the possible compensation will not exceed the value of the heater.

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