

Terms of warranty

Tulikivi Corporation (the Manufacturer) grants a warranty under the terms below for products that it manufactures itself and has manufactured by others. The Manufacturer guarantees the quality and functioning of its products for the duration of the warranty period.

The warranty requires that the purchaser complies with the Manufacturer's instructions on the placement, installation, use and maintenance of the products and on the use of sauna stones.

1. WARRANTY ON ELECTRIC SAUNA HEATERS AND CONTROL UNITS

The warranty shall be valid for 24 months following the date of purchase of the product or the date of receiving it at the building site where the product is to be located, whichever is the later date. For commercial saunas the warranty is valid for 12 months. In the case of non-commercial saunas, use of a weekly programme function is prohibited.

The electric sauna heater warranty requires that:

1. The stones in the stone container of the heater in a family sauna are relaid at least once a year and worn stones are replaced.
2. In institutional/commercial use, the sauna stones are re-laid at least three times a year during the warranty period. The sauna stones must also be replaced at least once a year. Documentation concerning such replacement must be presented if necessary.
3. If the heater has an evaporator, the evaporator must always be emptied after use. Water softening and lime removal must be performed according to instructions. This applies to all evaporators.
4. If the heater is to be integrated with the benches, it is essential to use a bench design whereby the lower bench and its frame can be lifted out without tools. The warranty does not cover the dismantling and re-installation of the bench.

The certificate of warranty is the product purchase receipt or the building site's acceptance record or corresponding document.

The use of ceramic sauna stones is prohibited! If such stones are used, the Manufacturer shall not be bound by the warranty.

2. WARRANTY FOR WOOD-FIRED SAUNA HEATERS, WATER BOILERS AND FLUES

The warranty is in force for 24 months from the date of purchase of the product. The certificate of warranty is the purchase receipt from the store that sold the product. The fuel used must be wood. For commercial saunas the warranty is valid for 12 months.

3. SPARE PARTS WARRANTY

The warranty on a separately sold spare part shall be valid for 12 months from the date of purchase. The replacement for a broken part will be delivered to the seller of the product free of charge. The Manufacturer shall not be liable for the cost of removing a broken part and installing a new one. A broken part must be returned upon the Manufacturer's request, at the Manufacturer's expense.

The receipt of the store selling the product or a certificate issued by an authorised installer shall constitute the warranty certificate.

4. LIMITATIONS OF WARRANTY LIABILITY

The purchaser must take good care of the product. When receiving the product, the purchaser must inspect it to see that there is no damage from transport or storage. Any damage discovered must be reported immediately to the seller of the product or the transportation company.

The Manufacturer shall not be liable for faults, malfunctions or deficiencies in the product that are caused by transportation or incorrect storage, installation or use that runs against the Manufacturer's instructions, neglect of maintenance or the placement of the product in a location where the conditions do not correspond with the Manufacturer's recommendation.

The warranty does not cover colour variations, stratification and minor hairline fractures that are characteristic of natural stone, where these do not affect the safety or operation of the sauna heater. The warranty does not cover casting stone/tiles characterise color variations and slight hairline cracks, where these do not affect the safety or operation of the sauna heater.

Neither does the warranty cover loss or damage caused by normal wear and tear or incorrect usage. The warranty does not cover any minor cracks that may appear in the mortar surfaces, in joints between tiles or in internal parts of a ceramic sauna heater and discolouration of surfaces, where these do not affect the safety or operation of the sauna heater. The defects referred to above may arise if the sauna heater is heated too much.

5. NOTIFICATION OF FAULTS

The purchaser must supply notification of any fault or malfunction in the product immediately it appears and within 14 days at the latest. The notification must be made to the Manufacturer, the seller of the product or an installation firm authorised by the Manufacturer.

Warranty claims must be made within 14 days of the expiry of the warranty period for the product in question.

6. MANUFACTURER'S ACTION IN CONNECTION WITH THE WARRANTY

On the basis of a warranty claim that is deemed to be valid, the Manufacturer shall repair or replace a faulty product. The repair or replacement shall be carried out at the Manufacturer's expense. The Manufacturer has the right to opt for the alternative which is most economical from its point of view. In case of valid warranty claim customer is advised to take as first step con- tact to the seller and/or installer of the product. In case of further assistance seller and/or installer is advised to take contact to the Manufacturer.

Replacement parts are also subject to the spare parts warranty under section 3. For a repaired product, the warranty shall in other respects remain unchanged.

The Manufacturer will not compensate the buyer for any expenses incurred, losses due to obstructed business or other direct or indirect damage as a result of a fault or malfunction in the product.

Under the EU consumer protection directive and the Finnish Consumer Protection Act, the consumer has the right to claim, within a reasonable time after purchase, that there was a defect in the goods at the time of purchase (Consumer Protection Act, Chapter 5, section 16).