

3 YEARS WARRANTY

GENERAL TERMS

DINAK guarantees the operation and durability of the materials of its Vitreous Flue Systems manufactured in black steel enameling for the evacuation of gases, for a period of 3 years, from the date of the purchase of such material (applicable from 01/07/2018), provided the following criteria are met:

1. Chimney installation should be adequate according to European Standards EN 1856-1 or EN 1856-2 (CE mark), depending on the type of fuel, the type of application and in compliance with current regulations, affecting both the products and the installation conditions.
2. The sizing of the chimneys must be calculated according to EN 13384-1 or EN 13384-2, depending on the type of installation (single or collective chimney, respectively).
3. All parts used in the gas exhaust installation must be original by DINAK.
4. The chimney must be correctly installed according to DINAK's assembly instructions for each of the different ranges.
5. The formation of Hydrochloric acid (HCl) inside the chimney must be avoided. In case of using biomass fuel, natural wood must be always used, free of varnish, paint or other chemical components.
6. The chimney must undergo adequate maintenance complying with current regulations and with DINAK's instructions. The use of abrasive materials or agents for cleaning purposes is not allowed. Especial attention must be paid to the condition of sealing joints (seals), which should be replaced if necessary, to avoid leaking of condensate and combustion gases.

This warranty excludes any damage or abnormality in the functioning of the products caused by external agents, alien to the installation and purpose for which the products have been initially supplied.

The current document does not warranty: the deterioration due to normal wear and tear, sealing joints (seals), consumables, insulation, defects caused by a sudden appearance of soot-fire, or chimney used with devices running on fuels excluded from the standard EN1443.

The following elements are excluded from this warranty: paints and lacquers, flexible flues, ducts installed in highly aggressive environments (such as the inside of pools, coastline, boats, oil platforms, etc.), self-supporting chimneys, structures, samples, pieces including moving parts, such as rotatory elements, draught stabilizer, valves, etc.

To render this warranty effective, adequate proof of payment of DINAK's invoice must be presented. Any fault or defect must be notified to DINAK in a period of no longer than one month immediately after discovering the damage. Repairs of the products must not be carried on without prior written authorisation from DINAK.

DINAK reserves its right to decide on the solution that needs to be implemented for the proper remedy of the defect: either through reparation or replacement of the affected parts. Equally, DINAK is in its right to decide whether to reimburse the amount of the purchase, after the client has returned the damaged materials. Unless indicated otherwise in writing, DINAK will supply the products needed for the solution of the damage free of charge, without performing the assembly and disassembly of such products. The warranty period will not be increased after the total or partial repair or substitution of the chimney.