



The conditions for obtaining 3-years limited warranty

Congratulations! You have just purchased MASTER product that is entitled to 3 years limited warranty. Please read carefully the below conditions:

1. MASTER guarantees the proper functioning of the equipment from the date of purchase on condition that the product is used in a proper way according to the user's manual.
2. In case of any product failure we recommend that you contact the authorized service: <https://www.danthermgroup.com/en-gb/contact>
3. In order to obtain the 3-years limited warranty it is necessary to register your product within 30 days of your purchase on our website: <https://www.danthermgroup.com/en-gb/master/warranty>
4. You are invited to keep the proof of purchase for the whole period of warranty, i.e. 3 years from the purchase date.
5. MASTER sells the products with 1 year warranty.
6. In the second and third year after purchase you are entitled to obtain particular spare parts free of charge from the authorized service. THE REPAIR SHOULD BE PERFORMED BY THE AUTHORIZED SERVICE. THE SPARE PARTS WILL BE FREE OF CHARGE. YOU WILL NOT PAY FOR THEM. YOU WILL PAY ONLY THE LABOUR COST. Please check which spare parts are under 3-years limited warranty in your product: <https://www.danthermgroup.com/en-gb/master/warranty>
7. You are asked to deliver the product at your own expenses to the authorized service. Please make sure that you deliver the product well protected from any damage in transport.
8. The products damaged in transport do not comply with MASTER warranty procedures.
9. Cleaning of the equipment is not included in the warranty service. Cleaning is charged by each service point according to their pricelist.
10. The 3-years limited warranty does not cover:
 - Mechanical damage to the equipment caused by the user or any intermediate transporting the equipment to the service point.
 - Damage or defects due to:
 - storage – if inadequate or inappropriate,
 - lack of knowledge or damages being the user's fault, damage caused by incorrect operation by the user,
 - vis maior (electrical damage, fire, flood, spilling liquids, etc.),
 - inadequate installation or installation performed not in line with the user's manual,
 - using inadequate maintenance materials,
 - repairs made by the user or other non-authorized persons,
 - alterations or changes of construction,
 - transient voltages, improper voltage applications, and thunder or lightning storms,
 - water damages.
 - Parts subject to normal wear and tear, resulting from use, such as: **nozzles, fuel filters and air filters, lamps.**
11. MASTER informs that any repairs carried out by non-authorized service deprives of our warranty. If the authorized service discovers that any repairs were made on the heater the customer will lose the right to any warranty from MASTER.
12. In order to fulfil the warranty obligations MASTER may directly or through authorized service points gather and process the personal data of the user necessary to carry out the warranty service. The detailed information on our Privacy Policy can be found in our headquarters in Gądki, Poland and on our website: <https://www.danthermgroup.com/en-gb/privacy-policy>
13. The warranty period is extended by the time counted from submitting the equipment for repair. When replacing parts, the start-up warranty for the parts is 3 months.
14. The warranty does not exclude, suspend or limit the buyer's rights arising from consumer law.
15. Any doubts or questions concerning the 3-years limited warranty can be directed to: master.warranty@dantherm.com