Aerise® Warranty

WARRANTY CONDITIONS AND AVAILABILITY OF SPARE PARTS

1. Scope

Aerise® guarantees the conformity of its products in accordance with applicable legislation and the conditions set out in this document.

These conditions distinguish between the **statutory guarantee of conformity**, as provided for by applicable legislation, and Aerise®'s **commercial commitment regarding the availability of spare parts for 15 years**.

2. Statutory Guarantee of Conformity

For sales to consumers, the statutory guarantee of conformity applicable in the country of purchase shall apply.

Within the European Union, consumers benefit from a **2-year statutory guarantee of conformity from delivery of the product**, subject to any more favourable provisions under national law.

The statutory guarantee covers lack of conformity as provided for by law. In the event of a lack of conformity, consumers may exercise the remedies provided for under applicable legislation, including, as applicable, repair or replacement free of charge, a price reduction or termination of the contract.

The rights arising from the statutory guarantee of conformity are not limited, excluded or replaced by this commercial commitment regarding the availability of spare parts.

For sales to professional customers and businesses, the contractual provisions and legislation applicable to the sales relationship shall apply.

3. Availability of Spare Parts for 15 Years

Aerise® guarantees the **availability of spare parts for its products for a period of 15 years from the date of purchase**.

This commitment covers spare parts required for the maintenance and repair of Aerise® products and also applies if, during this period, the original model or product has been updated, modified or replaced.

If the original spare part is no longer available, Aerise® may provide a compatible or technically suitable replacement component, where available.

Spare parts are **available at an additional cost**, and their cost is not included in this commercial commitment, except where their provision free of charge is required under the statutory guarantee of conformity or other mandatory applicable provisions.

The availability of spare parts for 15 years does not constitute an extension of the statutory guarantee of conformity and does not constitute a free warranty for the product or individual components for the entire 15-year period.

4. Conditions Relating to Spare Parts

The availability of spare parts is subject to the normal availability and production of the components required for the maintenance and repair of Aerise® products.

Where necessary, Aerise® undertakes to provide components compatible with the product concerned. In the event of technical modifications or product updates, the spare part supplied may differ from the original component, provided that it is technically compatible or suitable for its intended function.

Delivery times for spare parts may vary depending on the type of component, availability and the destination country.

5. Product Use and Maintenance

The product must be used, assembled, maintained and stored in accordance with the instructions and information provided by Aerise®.

To process a request relating to a spare part, Aerise® may request information about the product, including the model, date of purchase and required component.

6. Service and Spare Parts Requests

To request assistance or a spare part, the customer must contact Aerise® through the official service channels.

To ensure the correct identification of the product and required component, the following information may be requested:

- order number or proof of purchase;
- product model or identification number;
- description of the required component;
- photographs of the product or component;
- other technical information useful for assessing the request.

Aerise® will assess the request and inform the customer of the availability of the component, any compatible replacement component and the applicable supply conditions.

7. Final Provisions

This commercial commitment regarding the availability of spare parts applies without prejudice to mandatory provisions of applicable legislation.

In particular, for sales to consumers, the statutory guarantee of conformity and the associated rights remain fully applicable in accordance with the legislation in force in the country of purchase.

The availability of spare parts for 15 years constitutes an independent commercial commitment and must not be interpreted as a guarantee of the product's durability, operation or conformity for a period of 15 years.

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